

## **CORPORATE PARENTING COMMITTEE**

**WEDNESDAY 9 NOVEMBER 2016**

**6.30 PM**

**Bourges/Viersen Room - Town Hall**

### **AGENDA**

**Page No**

- 1. Apologies for Absence**
- 2. Declarations of Interest**

At this point Members must declare whether they have a disclosable pecuniary interest, or other interest, in any of the items on the agenda, unless it is already entered in the register of members' interests or is a "pending notification " that has been disclosed to the Head of Legal Services
- 3. Minutes of the Meeting Held on 8 August 2016** **3 - 8**

To approve the minutes of the meeting held on 8 August 2016.
- 4. Update from Children in Care Council** **9 - 12**

For the Committee to Note.
- 5. Update from Foster Carer Forum** **13 - 14**

For the Committee to Note.
- 6. Recommendations of the Informal Meeting of the Corporate Parenting Committee** **15 - 28**

For the Committee to formally approve the Corporate Parenting Champion Appointments, New Formal and Informal Meetings Structure and the Draft Work Programme.
- 7. Children's (Social Care) Services Statutory Complaints Process Annual Report 2015/16** **29 - 42**

For the Committee to Consider and Make Recommendations as Appropriate.
- 8. Adoption Annual Report 2015 - 2016** **43 - 60**

For the Committee to Note.
- 9. Permanence Service** **61 - 62**

For the Committee to Note.

**10. Performance Report** **63 - 90**

For the Committee to Note.

**11. Looked After Children Health** **91 - 94**

For the Committee to Note.

**12. Members Issues**

Members that are not part of the core CPC membership, but hold Corporate Parenting responsibilities, are invited to raise any issues they have with regard to the services provided to Children in Care.

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**Committee Members:**

Councillors: Ayres, Bisby (Chairman), Bond, Bull, Coles, C Harper, J Holdich, Johnson, S Lane, B Saltmarsh (Vice Chairman) and Sylvester

Substitutes: Councillors: Aitken and A Shaheed

Further information about this meeting can be obtained from Karen S Dunleavy on telephone 452233 or by email – [karen.dunleavy@peterborough.gov.uk](mailto:karen.dunleavy@peterborough.gov.uk)

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## MINUTES OF A MEETING OF THE CORPORATE PARENTING COMMITTEE HELD IN THE COUNCIL CHAMBER ON 3 AUGUST 2016

### CORE MEMBERS

#### PRESENT:

Councillors Bisby (Chair), Bond, Ayres Sylvester, Saltmarsh (Vice Chair), Harper, Holdich OBE, Johnson, Bull and Coles.

#### ALSO IN

#### ATTENDANCE:

Councillor Smith, Cabinet Member for Children's Services  
Councillor Stokes, Cabinet Advisor for Children's Safeguarding and Education.

#### OFFICERS PRESENT:

Nicola Curley  
Simon Green  
Sam Martin  
Arif Dar

Assistant Director for Children's Social Care  
Head of Fostering and Adoption Service  
Designated Nurse for Children in Care  
Interim Head of Service Children Looked After and Leaving Care  
Head of Service (First Response Team)  
Democratic Services Officer

### 1. APOLOGIES

Apologies were received for Councillor Lane.

### 2. DECLARATIONS OF INTERESTS

There were no declarations of interests.

### 3. MINUTES OF THE CORPORATE PARENTING PANEL MEETING HELD ON 15 JUNE 2016

The minutes of the Corporate Parenting Panel meeting held on 15 June 2016 were approved as a true and accurate record.

### 4. TERMS OF REFERENCE OF THE COMMITTEE AND DRAFT WORK PROGRAMME

The Assistant Director for Children's Social Care introduced the report which outlined the Committee's terms of Reference and draft Work Programme for 2016/17.

Key issues highlighted:

- A planning meeting was to be held to design the format of informal Corporate Parenting Committee meetings. Members were invited to attend or send comments to the proposed format; and
- Corporate Parenting Champion membership nominations would sought

The Assistant Director for Children's Social Care responded to comments and questions raised by Members. In summary responses included:

- The items scheduled on the work programme were annual reports and information reports such as NYAS, which would be reported to Committee and scheduled accordingly once the information was available.

## **RECOMMENDATION**

To make a consequential constitutional update to the Committees terms of reference to change the statement 'will include' four foster carers to attend Corporate Parenting Committee meetings as co-opted members, to 'may include up to'.

## **AGREED ACTION**

### **The Committee:**

- Approved priorities and work programme; and
- Would send their interest for Corporate Parenting Champion positions to the Democratic Services Officer.

It was agreed that agenda item nine, Missing and Child Sexual Exploitation Update Report would be discussed next.

## **5. MISSING AND CHILD SEXUAL EXPLOITATION UPDATE REPORT**

The Head of Service (First Response Team) introduced the report to the Committee, which provided an update in respect of the current situation of children and young people who go missing and children and young people who were vulnerable to child sexual exploitation (CSE). The Head of Service advised Members about the monthly multi agency meetings held by organisations such as the police, youth and localities and various other professionals organisations to discuss the issues around children that go missing and Children and Young People's Advocacy Service (NYAS).

The Head of Service (First Response Team) responded to comments and questions raised by Members. In summary responses included:

- Chelsea's choice was a nationally respected programme, which delivered awareness in regards to CSE issues in formats such as drama. Most schools were signed up to the Chelsea's Choice programme;
- A holistic approach was taken in regards to LA professionals trained and skilled in CSE issues in various other teams rather than a creation of one team to undertake the safeguarding responsibility;
- Recent OfSTED inspections highlighted that that where some LAs had dedicated teams for CSE there had been an impact in the loss of resources in other areas for looked after children. The CSE safeguarding responsibility was undertaken as part of the LA's day to day business, which had been an effective tool;
- Where the LA was concerned about a CSE risk, extended resources would be allocated appropriately; and
- Members raised concerns over the statistics outlined in 4.8 and 4.6 of the report in relation to children that go missing break down.

**The Committee:** noted the report.

## **6. UPDATE FROM THE CHILDREN IN CARE COUNCIL**

The Assistant Director for Children's Social Care provided an update to Members on the recent meetings and forthcoming events on behalf of CiCC. Members were also informed that all the CiCC would not attend the formal public meetings and that there would be more interaction with CiCC representatives at the informal meetings.

The key points included:

- The Paston Café facility was well attend by young people;
- A Care leavers forum was recently held;
- Summer activities had been planned, which was also aimed to attract new CiCC members;
- The Mind of My Own (MoMO) application, which provided CiC with the ability to raise any concern about the care they had received, had been successful; Concern statements raised by CiC through the MoMO application would be directed to an Independent Person to investigate;
- There were four key event dates set for CiCC, which Members had been welcome to attend; and
- It was intended that CiCC would put forward recommendations over how the informal meetings Corporate Parenting Committee could be formatted.

The Assistant Director for Children's Social Care responded to comments and questions raised by Members. In summary responses included:

- There were no patterns emerging from the 14 statements raised by CiC through the MoMO application and it was intended that the concerns for care raised would be included in a future NYAS report in order to highlight any trends to Members;
- The CiCC preferred to attend the informal Corporate Parenting Committee (CPC) meetings at the Town Hall, however consideration over which room to use would require review; and
- Members commented that an informal dress code should be considered for informal CPC meetings as well as a cinema seating style.

**The Committee:** noted the update.

## **7. UPDATE FROM FOSTER FORUM**

The Head of Fostering and Adoption Service introduced the report which provided an update on the recent activities and meetings of the Foster Carer Forum.

The key points included:

- Forum meetings;
- Summer activities that the CiC attended;
- Nine assessments had been completed for new foster carers; and
- A Gala event had been organised, which members were welcome to attend.

**The Committee:** noted the report.

## 8. CHILDREN IN CARE AND CARE LEAVERS STRATEGY

The Head of Fostering and Adoption Service introduced the Children in Care leavers strategy to Members of the Committee, which provided a detailed overview of the services and priorities the LA aimed to deliver to Children in Care.

The Head of Fostering and Adoption Service responded to comments and questions raised by Members. In summary responses included:

- The 34% of Care Leavers (CL) not in education had been a high figure, however, this had been due to the age that the CL had been taken into care. Traumatic live experiences as well as a change of placement for a CL would cause unsettled education. The LA aimed to improve the not in education figure by increasing the number of apprenticeships offered through the Council and with local businesses;
- There were courses operated through Peterborough Regional College in order to engage with CL not in education in order to explore their needs and to provide an informal training environment;
- The bullet point in the report in relation to age 16 -18 CiC had been misleading and the statement required some expansion as to the amount of time children had been in care;
- There had been a small cohort of CLs that were unable to take up any training as they were difficult to engage with;
- The CL team had been successful in the reduction of NEET figures, however there had been little success in targeting particular groups;
- There had been some very disabled young people that could not work due to their condition and these were included in the NEET figures;
- The LAs strategy was to promote local foster placements and there was a recruitment drive to expand the numbers;
- Some CiC needed to be placed out of the Peterborough area such as for CSE risks and other vulnerable groups;
- A progress report on the Permanency Service, which would manage foster placements would be provided to the Committee at the next meeting;
- A CiC would never be relocated out of a foster placement for financial reasons;
- Care placements for CiC with extended family members had been explored and was usually an informal arrangement. An extended family placement was made by the arrangement of a special guardianship order, which was similar to adoption; and
- A special guardianship plan for a CiC would be produced, which would detail the requirements over birth parent visits, it would also include details of support arrangements required.

Committee Members congratulated the care service on their recent downward trend success for NEET.

**The Committee:** noted the report.

## 9. HEALTH REPORT

The Designated Nurse for Children in Care presented the report to Members, which outlined the arrangements for health checks and the health passport for Children in Care (CiC) and Children in Need (CiN).

Key points explained included:

- CiC that were consulted agreed that they would prefer the term Personal Health Summary to be used rather than Health Passport, which had been accommodated;

- The Health Passport would include details of doctors, dentists and any clinics relevant to the CiC health history as a separate detachable document within the pack;
- Routine Screening for Human Immunodeficiency Virus (HIV), Hepatitis B & C and Tuberculosis was implemented for young people entering the country from abroad that were considered to be at risk; and
- A copy of the Personal Health Summary would be held by the General Practitioner. Tuberculosis

The Designated Nurse for Children in Care responded to comments and questions raised by Members. In summary responses included:

- Over 900 children from other countries entering the United Kingdom (UK) were waiting health assessments in Kent and the LA could not check status and progress of each case due to insufficient resources. However, a past survey had illustrated that over half of those CiC screened had serious diseases. Females were also questioned to raise awareness and detect whether Female Genital Mutilation (FGM) had been inflicted on them and support would be provided to those affected;
- Health implications of family members and travelling companions as well as the wider issue of general public safety had been considered for those entering the UK;
- Some LAs experienced issues with a higher number of unaccompanied children arriving in the UK and Peterborough was one of these. The Government quota had been 0.07% of the population which had amounted to a figure in the top twenties;
- When older children become adults the LA would be required to take on further CiC;
- Consideration was given for support services to address the emotional wellbeing of unaccompanied children both at the time of arrival to the UK and ongoing given the traumatic experiences;
- The timescales of health visits highlighted at 5.1 of the report had been an outstanding issue which was addressed and had shown an improvement; and
- All health assessments were completed within 20 days of children coming into care. However, the statistics also included children who arrived in care that had left before the 20 day health assessments deadline, which influenced the statistics in a negative way.

Members commented that all agencies would benefit from the information contained within the Health Passport and highly commended the work.

## **AGREED ACTION**

**The Committee:** noted the report.

## **10. PERFORMANCE REPORTS**

The Assistant Director for Children's Social Care introduced the report to Committee Members, which outlined the following key points:

- Information in relation to placements for CiC was 371 in June which had been higher than usual;
- The accuracy of children in care performance data at June 2016;
- The Children in Care Board were exploring ways to improve dental health care with the aim to improve performance. Consideration would be given to the recording of information, the availability of dentists and the willingness of children attend appointments; and
- The Ofsted Action Plan July 2016 which was progressing.

The Assistant Director for Children's Social Care responded to comments and questions raised by Members. In summary responses included:

- Practice workshops were delivered when felt necessary and a recent workshop held had covered chronologies' in children's health records;
- The profile and ethnicity trend was discussed with reference to the breakdown on page 97 of the report with the most significant increase being with Asian children and an increase in children of ages 5-9 years and 16-17 years old; and
- The majority of CiC had been absorbed within in house foster placements as opposed to external agencies which placed less pressure on LA budgets.

**ACTION AGREED**

**The Committee:** noted the report.

CHAIRMAN  
6:30pm – 7:55 pm



<b>CORPORATE PARENTING COMMITTEE</b>	AGENDA ITEM No. 4
<b>9 NOVEMBER 2016</b>	PUBLIC REPORT

## **Report of the Corporate Director People and Communities**

**Contact Officer(s) – Jenny Weeden**  
**Contact Details – 01733 864511**

### **CHILDREN IN CARE COUNCIL UPDATE**

#### **1. PURPOSE**

- 1.1 To provide an update from the Children in Care Council on discussion had at the Informal Corporate Parenting Committee on 5 October.
- 1.2 This report is presented under the Corporate Parenting Committee’s Terms of Reference,
  - 2.4.3.1 To act as advocates for looked after children and care leavers.
  - 2.4.3.6 To monitor the quality of care delivered by the City Council and review the performance of outcomes for children and young people in care.
    - (a) Raise the profile of the needs of looked after children and care leavers through a range of actions including through the organising of celebratory events for the recognition of achievement.
    - (b) Ensure that leisure, cultural, further education and employment opportunities are offered and taken up by our looked after children and care leavers.
    - (c) Promote the development of participation and ensure that the view of children and young people are regularly heard through the Corporate Parenting Committee to improve educational, health and social outcomes to raise aspiration and attainments.
    - (d) Hold meetings with children and young people in care, frontline staff and foster carers to inform the committee of the standards of care and improvement outcomes for looked after children.

#### **2. RECOMMENDATIONS**

- 2.1 The Committee is asked to consider and note the update.

#### **3. LINK TO THE CHILDREN IN CARE PLEDGE**

- 3.1 This falls under Priorities 2 Effective Care Planning; 3 Placement stability and range of high quality placement provision; 6 Being part of a community.

#### **4. BACKGROUND**

- 4.1 Members of the Children in Care Council now attend the informal Corporate Parenting Committee and use this as a forum to discuss issues and concerns. Their views are then shared at the formal Corporate Parenting Committee by Jenny Weeden Youth Engagement and Participation Officer.

#### **5. KEY ISSUES**

- 5.1 None

**6. IMPLICATIONS**

6.1 N/A

**7. CONSULTATION**

7.1 With members of Children in Care Council.

**8. NEXT STEPS**

8.1 To be noted.

**9. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

9.1 None.

**10. APPENDICES**

10.1 Appendix 1 - Update on the actions raised by CiCC at the informal Corporate Parenting Committee meeting.

**Children in Care Council update for Corporate Parenting committee:**

Following the informal Corporate Parenting Committee on the 5<sup>th</sup> October a number of actions have been taken forward.

**- Children in Care Pledge and Contact Card.**

Folding Z-cards have been designed by the Children in care council and will be going to the design team to turn into a reality. It is thought that these will replace the need for coming into care packs for young people but this will be reviewed going forward.

**- Celebrating Young Peoples achievements.**

It has been agreed that instead of an annual awards event young people can be put forward for achievement recognition throughout the year. This will be collated monthly and a Certificate and Letter of recognition will be sent out alongside a Gold Star achievement badge. It was agreed at the informal meeting that Cllr Sam Smith will sign these letters each month, but the process will be overseen and collated by the Participation workers.

**- Christmas party**

A Teen Christmas Disco is being planned for the 22<sup>nd</sup> December at the town hall reception room. This will include a DJ, cold buffet food and photobooth as requested by the Children in Care Council. This is aimed at 10-18 year olds and will complement the Christmas party organised by the Foster Carers for younger children. It is envisaged that we could offer a similar celebration event in the summer for all ages.

**- Children in Care Council**

Members are looking forward to attending an Eastern Region CiCC event being hosted by the Childrens Commissioner for England Anne Longfield OBE on the 12<sup>th</sup> November. This will be an opportunity to meet with other Children in Care Council's from across the region to share ideas and share practice.

Jenny Weeden

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<b>CORPORATE PARENTING COMMITTEE</b>	AGENDA ITEM No. 5
<b>9 NOVEMBER 2016</b>	PUBLIC REPORT

## Report of the Corporate Director People and Communities

Contact Officer(s) – Simon Green, Head of Service Fostering and Adoption  
Contact Details – 01733 864571

### UPDATE FROM FOSTER CARER FORUM

#### 1. PURPOSE

- 1.1 Regular updates to be provided by Foster Carer Forum members to the Corporate Parenting Committee.
- 1.2 This is presented under the Corporate Parenting Committee's Terms of Reference:
  - 3.6 (d) Hold meetings with children and young people in care, frontline staff and foster carers to inform the Committee of the standards of care and improvement outcomes for looked after children.
  - 3.6 (e) Monitor the ongoing commitment to providing support, training and clarity of expectations to foster carers to achieve excellent and high quality care.

#### 2. RECOMMENDATIONS

- 2.1 For the committee to note the update.

#### 3. LINK TO THE CHILDREN IN CARE PLEDGE

- 3.1 This links in to the following areas of the pledge:
  - 3. Placement stability and range of high quality placement provision

#### 4. BACKGROUND

- 4.1 The Foster Carer Forum meets regularly.
- 4.2 Regular updates are presented by Foster Carer Forum members to Corporate Parenting Committee.

#### 5. KEY ISSUES

- 5.1 None.

#### 6. IMPLICATIONS

- 6.1 None.

#### 7. CONSULTATION

- 7.1 N/A.

**8. NEXT STEPS**

8.1 N/A.

**9. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

9.1 No background documents used.

**10. APPENDICES**

10.1 No appendices.

<b>CORPORATE PARENTING COMMITTEE</b>	AGENDA ITEM No. 6
<b>9 NOVEMBER 2016</b>	PUBLIC REPORT

## Report of the Corporate Director People and Communities

Contact Officer(s) – Karen S Dunleavy  
Contact Details – 01733 452233

### RECOMMENDATIONS OF THE INFORMAL MEETING OF THE CORPORATE PARENTING COMMITTEE

#### 1. PURPOSE

- 1.1 This report sets out the Corporate Parenting Champions roles and the new structure of both the formal and informal meetings, as adopted by the informal meeting of the Corporate Parenting Committee held on 5 October 2016.

The informal Committee adopted the Corporate Parenting Champion positions for 2016/17 as follows:

Area of Focus	Champion	Officer Lead
Housing	Councillor Coles	Sean Evans
Employment And Training Opportunities Within The Council Departments And Partner Agencies	Councillor Holdich OBE	Pat Carrington
Health	Councillor Ayres	Samantha Martin
Education Attainment and Access To Higher Education	Councillor Holdich OBE	Dee Glover
Recreation and Leisure Activities	Councillor Sam Smith	Sian Stevens
Finance and Benefits	Councillor Bull	Susan Holden

#### 2. RECOMMENDATIONS

- 2.1 It is recommended that the Committee formally approves the:

1. Appointments to Corporate Parenting Champions as set out above;
2. The new structure of the Formal and Informal Committee meetings as attached in Appendix 2; and
3. Approve the Work Programme 16/17.

#### 10. APPENDICES

- 10.1 Appendix 1 - Corporate Parenting Champions  
Appendix 2 - Corporate Parenting Committee New Meeting Schedule  
Appendix 3 – Work Programme

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<b>CORPORATE PARENTING COMMITTEE (INFORMAL)</b>	AGENDA ITEM No. 4
<b>5 OCTOBER 2016</b>	PUBLIC REPORT

## Report of the Corporate Director People and Communities

Contact Officer(s) - Simon Green  
Contact Details – 01733 864571

### CORPORATE PARENTING CHAMPIONS

#### 1. PURPOSE

1.1 This report sets out the proposed new arrangements for Corporate Parenting Champions.

This report addresses all areas of priority for the Committee. It is also relates to Section 2.4.3.6 (f) of the Committee's Terms of Reference: To appoint elected members as Champions for Children in Care in respect to the following strands:

- i) Housing
- ii) Employment and training opportunities within council departments and with partner agencies
- iii) Health
- iv) Educational Attainment and access to Higher Education
- v) Recreation and Leisure activities
- vi) Finance and benefits

#### 2. RECOMMENDATIONS

2.1 It is recommended that the Committee adopts the report's recommendations as listed below:

2.2 The Corporate Parenting Champions 2016–2017 are:

Area of Focus	Champion	Officer Lead
Housing	Councillor Coles	Sean Evans
Employment And Training Opportunities Within The Council Departments And Partner Agencies	Councillor Holdich OBE	
Health	Councillor Ayres	Samantha Martin
Education Attainment and Access To Higher Education	Councillor Holdich OBE	Dee Glover
Recreation and Leisure Activities	Vacant	Sian Stevens
Finance and Benefits	Councillor Bull	Susan Holden

2.3

In between each Committee the Corporate Parenting Champion will be responsible for the following:

- a) Meeting with the Lead Officer
- b) Undertaking a site visit
- c) Meeting with a child in care / young person / service user / other officers and discuss their experience of the service for Children in Care
- d) Contributing to a brief report back to the Committee

2.4 A new report template will be developed for the Champions' report, this will be completed jointly between the Champion and Lead Officer.

### **3. LINK TO THE CHILDREN IN CARE PLEDGE**

3.1 The report addresses all areas of the Children In Care Pledge and the Care Leavers' Charter. It specifically addresses the requirement to deliver effective support to Children In Care by validating and triangulating information to quality assure services.

### **4. BACKGROUND**

4.1 The Ofsted Inspection in May 2015 identified the area listed below where the Council needed to develop its performance:

4.2 

- Ensure that there is a more robust approach to Corporate Parenting and that elected members and senior managers listen to, and act on, the experiences of children and young people in order to improve their lives.

4.3 Significant changes have already taken place and a report setting out the proposed new structure of the Committee meetings is being presented alongside this report.

4.4 The concept of Corporate Parenting Champions is not new, however its impact has not been as hoped. Therefore a new framework with a clearer set of expectations will create a better delivery model.

### **5. KEY ISSUES**

5.1 All Councillors are 'corporate parents' for children who are looked after by Peterborough City Council. This can be a daunting task, therefore we need to provide the right conditions whereby members can consistently ask themselves "if this were my child, would it be good enough?"

5.2 Corporate parenting is different from being an 'ordinary' parent and Councillors have previously asked what they can actually do to demonstrate their commitment.

5.3 As part of a broad range of improvements to support the role of Corporate Parents, the role of Corporate Parent Champions will be refreshed.

5.4 Key Councillors have been identified to specifically champion the needs of children and young people in care across the various functions of the council.

5.5 Corporate Parent Champions will help to ensure the needs of children and young people in care are always high on the agenda of all council activity in order to improve outcomes for them.

5.6 Appointed Champions will be supported by Lead Officers and report into the Corporate Parenting Committee.

5.7 Between each informal committee meetings, the allocated Champions will:

1. Meet with the Lead Officer
2. Undertake a site visit
3. Meet with a service user and operational officer
4. Contribute to a brief report for the Committee

5.8 Champions will be provided with key questions / lines of enquiry to help to give an understanding of the specific service area.

### **6. IMPLICATIONS**

- 6.1 There will be some implications for both Officers and elected Champions in terms of an increased time commitment required to undertake the required task.
- 6.2 Support will be required to produce a report template to ensure Champion reports are clear and concise. Members will also need support by the Lead Officer to complete the report.

## **7. CONSULTATION**

- 7.1 The content of this report is up for consultation during the committee meeting (informal) on 5 October 2016.

## **8. NEXT STEPS**

- 8.1 Simon Green to draft a reporting template and identify Lead Officers for focus areas ready for a launch in January 2017.

## **9. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 9.1 None.

## **10. APPENDICES**

- 10.1 None.

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<b>CORPORATE PARENTING COMMITTEE (INFORMAL)</b>	AGENDA ITEM No. 3
<b>5 OCTOBER 2016</b>	PUBLIC REPORT

## Report of the Corporate Director People and Communities

Contact Officer(s): Nicola Curley  
Contact Details: 01733 864065

### CORPORATE PARENTING COMMITTEE NEW MEETING SCHEDULE

#### 1. PURPOSE

- 1.1 This report sets out the proposed new structure of the Corporate Parenting Committee, with recommendations about both the formal and informal meetings, and ways in which the twin responsibilities of the Committee in relation to effective challenge and advocacy can be enhanced in the new model.

It addresses all areas of priority for the Committee, especially Effective Care Planning (2); Placement Stability and range of high quality placement provision (3); Health Issues (4); and Educational Attainment (5). It is also pertinent to all of the Committee's Terms of Reference.

#### 2. RECOMMENDATIONS

- 2.1 It is recommended that the Committee adopts the report's recommendations as follows:

- That there are 3 formal and 3 informal meetings a year
- That the informal meeting is jointly led by a representative from the Children in Care Council or Care Leavers' Forum and has a revised start time of 5.30pm
- That foster carer representatives are now invited to the formal meetings only
- That new reporting mechanisms are developed to enhance the Committee's information about particular issues
- That decisions made at the informal meetings will be referred to the formal meetings for final ratification
- That a six month development programme delivered by the Local Government Association is agreed in principle
- That the work programme is amended on the basis of the new structure and to avoid duplication with other Committees

#### 3. LINK TO THE CHILDREN IN CARE PLEDGE

- 3.1 The report addresses all areas of the Children in Care pledge and the Care Leavers' Charter. It specifically addresses their participation rights, and develops the Committee's knowledge and ability to effectively scrutinise how well positive outcomes are being achieved for children and young people.

#### 4. BACKGROUND

- 4.1 The Ofsted Inspection in May 2015 identified two areas where the Council needed to develop its performance:
- Ensure that there is a more robust approach to Corporate Parenting and that elected

Members and senior managers listen to, and act on, the experiences of children and young people in order to improve their lives.

- Further develop the role of the Children in Care Council [CiCC] to help make this happen

4.2 Significant changes have already taken place with the change of the Corporate Parenting Panel to a formal Committee, and the Children in Care Council has also benefitted from additional support and a dedicated Engagement and Participation Officer. This report is designed to move the Committee into the next phase of the improvement journey and set a framework for the new ways of working.

## **5. KEY ISSUES**

### **Changes to the Meetings**

5.1 With the decision to change the Corporate Parenting Panel to a formal Committee, it was recognised that there would be a need to develop the meetings in such a way as to enable young people to participate to a greater degree than they had been previously, and to take into account that Committees were public fora.

5.2 In light of this, the Chair and Vice Chair met with Democratic Services and officers to review possible options. It was decided that the best model to recommend to the Committee was to divide the meetings into three formal meetings (operating as all other Committees), and three meetings which were informal and would allow the most participation by young people. The latter meeting would be split into two parts, although it was hoped that young people would attend throughout, and there would be a minimum of reports to that meeting to facilitate a more engaging atmosphere. To encourage open discussion, it was also recommended that foster carers did not attend this meeting, but remained represented, as currently, on the formal Committee.

5.3 The Chair, Councillor Bisby, would meet formally with the Children in Care Council, and agree the items that they would like to be discussed at the informal meetings, ensuring that there was a clear link to the subject matter at the following formal meeting. The Children in Care Council would also be asked to produce a simple rating around the Council's performance in terms of the Pledge for each informal meeting, and this would also be developed with the Care Leavers' Forum. A representative from the Children in Care Council would be asked to co- chair the informal meeting with Councillor Bisby.

5.4 The meeting itself would include standard performance information from officers at each meeting, but presented in a more abridged manner; a report from the Corporate Parenting champions; information from the Children in Care Council and Care Leavers' Forum; and a case study that would focus on different aspects of the multi-agency role in relation to Children in Care and Care Leavers. Members will, of course, continue to have the opportunity to raise issues and concerns of their own, and to question officers.

5.5 Any decisions made at the informal meetings would then be formally ratified at the next formal Committee meeting by way of a brief updating report.

5.6 The role of the Corporate Parenting champions was recommended to change slightly, and new volunteers were being requested from the Committee. There is a separate report on this item, as Members will see, and it would be helpful if it is considered in the light of this report's recommendations.

5.7 The meeting format and venue was also considered and it was agreed to change the meeting room and suggest an earlier start to facilitate young people's attendance. The recommendation is that the informal meeting regularly commences from 5.30pm going forward.

### **Data and Performance Framework and Work Programme**

- 5.8 Due to the changes in the meeting structure, it was recognised that it would not be possible to bring the volume of reports to the attention of the Committee as has been the position in the past. It was also acknowledged that some reports were being presented at more than one Committee, and this was leading to duplication and a poor use of Member time. The reports themselves are also not always in a format that enables Members to quickly appreciate issues, and enable timely and effective challenge.
- 5.9 In light of this, the recommendation to the Committee is that the work plan is amended over time to focus on the key issues of importance for Children in Care and Care Leavers, and that the reporting mechanisms are evolved over time to support a more focussed scrutiny of outcomes and the effectiveness of Council and wider partnership services for Children in Care and Care Leavers. This is likely to take about 6 months to fully achieve, but the formal Committee will receive a fuller report around this issue and a proposed work programme to take the Committee to the end of the financial year. It is asked, however, that the work programme appended to this report is agreed as an initial step.

### **Local Government Association Programme**

- 5.10 It is also recommended that the Committee agrees a six month development programme, which will be delivered by the Local Government Association (LGA) and senior officers to help embed these changes and address fully the points raised in the Ofsted Action Plan.
- 5.11 This will comprise a review of the data and performance framework presented to the Committee; enhancing the Committee's strength in scrutiny and advocacy; developing the role of the Children in Care Council and Care Leavers' Forum in feedback and challenge; and developing the Member champion roles.
- 5.12 The Committee will be invited to observe other Corporate Parenting Committees or Panels; will be asked for their input to the model; and ultimately attend workshops to ensure the effective implementation of the work and support the Committee in its role. The Chair will also be supported in parallel to enhance his role and liaison with the Children in Care Council. As a first step, the LGA advisor would attend the next formal meeting as an observer.
- 5.13 This is a very positive opportunity to develop and embed best practice, enabling the Corporate Parenting Committee to hold the Council to the very highest expectations in its delivery of services and achieving the best outcomes for the children and young people in and leaving care in Peterborough. It is hoped that this will be supported by all Members.

## **6. IMPLICATIONS**

- 6.1 There will be some implications for Performance officers in the medium term in relation to the new reports required, but this will not be a significant piece of work.
- 6.2 Support will be required from Democratic Services in relation to the LGA development programme, but there are minimal financial implications in relation to this.

## **7. CONSULTATION**

- 7.1 The issues in this report have been consulted upon with the Children in Care Council and they will bring views to the informal meeting as well.

## **8. NEXT STEPS**

- 8.1 If the recommendations are agreed by the Committee then the new work plan will be finalised and presented to the next formal meeting. The LGA development programme will begin in October 2016.

## **9. BACKGROUND DOCUMENTS**

9.1 Not applicable

**10. APPENDICES**

10.1 Corporate Parenting Committee Work Programme – To follow



**CORPORATE PARENTING COMMITTEE WORK PROGRAMME 2016/ 2017**

Date of Meeting	Priority	Topic	Contact Officer
3 August 2016 Formal	Priorities 1 – 6	Terms of Reference of the Committee and Work Programme	Nicola Curley/Karen S Dunleavy
	Priorities 1 – 6	Update from Foster Carers and Participation Officer for CICC	Foster Carers/Jenny Weeden
	Priorities 1 – 6	Children in Care and Care Leavers Strategy	Simon Green
	Priority 1 - Assertive prevention of care Priority 2 - Effective care planning Priority 3 - Placement stability and range of high quality placement provision	Child Sexual Exploitation and Missing from Care update	Jenny Goodes
	Priorities 1 - 6	Performance Reports: <ul style="list-style-type: none"> <li>• Placements of Children in Care</li> <li>• Health Report</li> <li>• Ofsted Action Plan</li> <li>• Scorecard</li> </ul>	Nicola Curley/Cabinet Member for Children's Services
		Part 1	
5 October 16 Informal	Priorities 1 – 6	Update from Participation Officer for CICC	Jenny Weeden
		Corporate Parenting Committee – New Meeting Schedule	Nicola Curley
	Priorities 1 – 6	The Future of Corporate Parenting Champions	Nicola Curley
		Part 2	
		Members Issues	Members
	Priorities 1 – 6	Performance Reports: <ul style="list-style-type: none"> <li>• Placements of Children in Care</li> <li>• Scorecard</li> </ul>	Nicola Curley/Cabinet Member for Children's Services
		Case Study – Adoption and Permanency	Simon Green
	Priorities 1 – 6	Work Programme	Nicola Curley
9 November 16 Formal	Priorities 1 - 6	Update from Foster Carers and Participation Officer for CICC	Foster Carers/Jenny Weeden

		Recommendations of the Informal Meeting of Corporate Parenting Committee	Karen S Dunleavy
		Adoption report and Permanency for all children strategy	Simon
		Complaints report	Belinda Evans
		Corporate Parenting Champion report	Simon Green
		Members Issues	Members
	Priorities 1 - 6	Performance Reports: <ul style="list-style-type: none"> <li>• Placements of Children in Care</li> <li>• Health Report</li> <li>• Ofsted Action Plan</li> <li>• Scorecard</li> </ul>	Nicola Curley/Cabinet Member for Children's Services/Sam Martin
		Part 1	
18 January 2017 Informal	Priorities 1 - 6	Allocation of roles and responsibilities. CIC Feedback session	Jenny Weeden
		Corporate parenting – who are they and what do they do?	
		Members Issues	Members
		Corporate Parenting Champion report	Simon Green
		Part 2	
		Case study – Health and Education for Children in Care	Bev
		Performance Reports: <ul style="list-style-type: none"> <li>• Placements of Children in Care</li> <li>• Health Report</li> <li>• Scorecard</li> </ul>	Nicola Curley/Sam Smith
		Work Programme	Nicola Curley
22 March 2017 Formal	Priorities 1 - 6	Update from Foster Carers and Participation Officer for CICC	Foster Carers/Jenny Weeden
		Education, employment SEND – report	Simon Green
		Arrangements For Children Looked After (CLA) Who Go Missing	Jenny Goodes
		Corporate Parenting Champion Report	Simon Green
	Priorities 1 - 6	Six month report from Cabinet Member for Children's Services	Cabinet Member for Children's Services
		Members Issues	Members
		Performance Reports: <ul style="list-style-type: none"> <li>• Placements of Children in Care</li> <li>• Health Report</li> </ul>	

		<ul style="list-style-type: none"> <li>• Ofsted Action Plan</li> <li>• Scorecard</li> </ul>	
		Work Programme	Nicola Curley

To be scheduled:

- Report from the Cabinet Member of Children’s Services
- Fostering and Reg 33 Report – Quality report of Child in Care Homes
- Report on the service delivered by NYAS (Children and young people’s advocacy service)
- Chairman’s Report on the Work of Corporate Parenting Panel 2015/2016
- Report from the 0 to 25 Disability Service Team on the provision for CiC.
- NYAS and safeguarding service report

Items are subject to change following the Local Government Association Development Programme

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<b>CORPORATE PARENTING COMMITTEE</b>	AGENDA ITEM No. 7
<b>9 NOVEMBER 2016</b>	PUBLIC REPORT

## **Report of the Corporate Director People and Communities**

**Report Author – Belinda Evans, Complaints Manager, Corporate Complaints Service  
Contact Details – 01733 296324**

### **CHILDREN’S (SOCIAL CARE) SERVICES STATUTORY COMPLAINTS PROCESS (CHILDREN ACT 1989) ANNUAL REPORT 2015/16**

#### **1. PURPOSE**

- 1.1 This is the annual report submitted to Corporate Parenting Committee about Children’s (Social Care) Services statutory complaints process.
- 1.2 This report is being presented under the Corporate Parenting Committee’s Terms of Reference:  
  
2.4.3.2 Review complaints from looked after children to ensure officers have dealt with these appropriately and made any recommendations for change.

#### **2. RECOMMENDATIONS**

- 2.1 Corporate Parenting Committee are requested to consider the report and make recommendations for further scrutiny if deemed appropriate.

#### **3. LINK TO THE CHILDREN IN CARE PLEDGE**

- 3.1 This falls under priority 2 Effective care planning - Report from Corporate Complaints in respect of complaints made by young people or their advocates illustrating what changes have been made as a result of the complaint.

#### **4. BACKGROUND**

- 4.1.1 The statutory complaints process covered by this report applies to complaints presented by or on behalf of ‘children in need’ or ‘looked after’ (meaning in the council’s care) as defined by the Children Act 1989. Effectively this means those children in receipt of social care services.
- 4.1.2 The complaints process aims to provide additional safeguards for children and young people and to empower them to express their views about services they receive. A young person may make a complaint directly or an adult (parent, carer, relative or advocate) may act on their behalf. The city council provides an independent advocacy service, as required by law, and therefore a number of children are supported by that means.
- 4.1.3 Complaints data contributes evidence to the Annual Performance Assessment and Ofsted inspections of services. This information demonstrates how far the concerns of service users are reflected in changes to services which improve outcomes for children and young people. Evidence that children and families know how to complain and do make complaints is seen as positive evidence of their empowerment. Complaints therefore must always be investigated in a spirit of openness and learning, although of course not all complaints will be justified and upheld.

4.1.4 The Central Complaints Office has been responsible for the statutory complaints process for Children’s Social Care since 2010. The team are able to provide performance data on a weekly basis to the senior management team within social care to ensure overdue complaint responses are prioritised. Their role involves talking with service users who want to complain to provide guidance and support, making sure the complaint is passed through to the relevant manager to respond to and that timescales are monitored. If the customer is not happy at any part of the complaints process the complaints team continue to provide help and support until the issue is finally resolved or referral to the Local Government Ombudsman is made. One of the important aspects to the role of the Complaint Manager is the ability to make decisions about which complaints made to the service meet the criteria to be considered under the statutory process. There are a number of reasons why complaints may not be accepted under the Childrens Social Care statutory process.

4.1.5 There were 43 complaints made to the service which were not accepted in 2015-16 Table 1 below gives the detail of the complaints that were rejected and the reasons that they were not accepted. It is important that all complaints are analysed to ensure they are eligible to use the statutory process. As the experience of the complaints team has increased over the past 5 years this function is becoming increasingly important – ensuring that only eligible complaints are accepted for the service and ensuring children’s social care management are able to focus on the statutory complaints received from children and young people and from concerned parents and advocates who have a right to have their concerns considered under the statutory process.

4.1.6 Table 1 – Rejected complaints

<b>Reason Rejected</b>	<b>2014-15</b>	<b>2015-16</b>
Court Related	3	7
Child Protection	1	4
Insufficient Interest	1	9
Alternative Process	6	7
General Enquiries	20	16
<b>Totals</b>	<b>31</b>	<b>43</b>

Where a complaint is not accepted the complainant will be advised the reason why they are not eligible to use the statutory complaints process and what other process may be open to them. If a complaint is about matters which are under the jurisdiction of the court they will be advised of this. If the complaint is about a case which is subject to Child Protection investigation or criminal investigation the complainant will be advised that the complaint cannot be considered at the same time but that they may approach the complaints service again when the other matter is concluded if they still have areas of complaint which can be considered.

### **Complaint Volumes and Performance**

4.2 Table 2 - Statutory Complaints recorded for Children’s Social Care Services:

## 4.2.1

<b>Total Complaints Received in 2015-16</b>			
	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>
Informal Complaint – Resolved within 72 hours	10	5	12
Stage 1 complaint – Logged as formal complaints	98	105	83
Frozen Not accepted due to court action	0	0	0
Withdrawn	6	4	2
Straight to Stage 2	1	2	0
Only reviewed at LGO	1	0	0
<b>TOTAL</b>	<b>116</b>	<b>116</b>	<b>97</b>

4.2.2 There has been a decrease in the number of complaints registered for Childrens Social Care this year. This is partly due to an increase in the number of complaints assessed by the Complaint Manager as not eligible but there has also been a decrease in the number of concerns being raised overall. This may be contributable to improved practice overall within children social care.

4.2.3 Over 10% of complaints were resolved informally this year, an improvement on the previous year. Whilst it is not always possible to resolve complaints informally where this is possible team managers are encouraged to seize the opportunity to resolve complaints informally. This means they will call/meet with the complainant and discuss solutions that can be offered within the first 3 days and if the matter can be resolved during this contact the complaint is closed. Complaints where early resolution is not possible will be recorded and sent to the appropriate team manager on the day of receipt. The team manager will be given a deadline for response and the complainant will be sent a written acknowledgement from the complaints team by Day 3. The team manager will investigate the matter, in most cases will make contact with the complainant to discuss their concerns and will produce a letter responding to the concerns raised. Complainants have access to the complaints team whilst they are waiting for the response.

4.2.4 Sometimes complaints are made and then withdrawn before a response is made and this can be for a variety of reasons. This year two complaints were withdrawn by the complainant.

### 4.3 **Stage 1 Complaints Performance**

4.3.1 As you can see in Table 3 there has been an improvement this year in the average number of days to respond to a complaint at Stage 1. Performance is monitored weekly against this target by the senior management team. The regulations require that the majority of complaints at Stage 1 of the process should be responded to within 10 working days and the aim is to bring the average down to this level.

<b>Table 3: Stage 1 Responses Sent within 20 working days</b>			
	<b>2013 - 14</b>	<b>2014 - 15</b>	<b>2015-16</b>
<b>Responses sent within 20 working days</b>	65%	70%	70%
<b>Average Days to Respond</b>	20	17	16

#### 4.3.2 Table 4 – Stage 1 Complaint Outcomes

Comparing the upheld rate with 2014/15 there has been a further decrease in upheld complaints from 20.5% to 10.5%. The partially upheld category has remained fairly static at 43% but the complaints recorded as Not upheld has risen to 47%.

<b>OUTCOME OF STAGE 1 &amp; INFORMAL COMPLAINTS</b>				
<b>OUTCOME</b>	<b>Complaints</b>	<b>Not Upheld</b>	<b>Partially Upheld</b>	<b>Upheld</b>
Adoption	1	1	0	0
Children with Disabilities	10	2	8	0
Conferencing and Review	1	1	0	0
CSE/MASH	2	1	1	0
Family Support	31	22	7	2
First Response	26	11	12	3
Fostering	4	1	2	1
Leaving Care	9	4	3	2
Looked After Children	11	2	7	2
<b>TOTALS</b>	<b>95</b>	<b>45</b>	<b>40</b>	<b>10</b>

#### 4.4 Complaint Escalations

4.4.1 The conciliation process was established in 2012 to give complainants the opportunity to meet with a senior manager along with the complaint manager if unhappy with the response to their complaint received at Stage 1. The aim is to try to reach a resolution as early as possible without the need to progress to Stage 2 independent investigation. This process is being successfully used to resolve complaints where the complainant agrees to use it. There were nine complainants who requested a further review of their complaint having been dissatisfied with the Stage 1 response. All of these were offered a conciliation meeting which is optional for



the customer and six complainants agreed to engage with this process. In all six cases the complaint was resolved at the meeting without further escalation.

4.4.2 Only 3 cases were escalated to Stage 2 this year. This is an improvement from the previous year where 7 complaints were investigated at Stage 2. Stage 2 complaints are investigated by two independent persons working in collaboration and commissioned by the Complaint Manager. They interview the complainant and interview staff and other witnesses. They write a report of their findings and submit this for adjudication by a senior manager within Childrens social care. Of the 3 cases investigated this year two were partially upheld and the third found no fault by the Authority. Only one of these cases have so far exercised their right to request a Stage 3 panel.

4.4.3 Stage 3 panels are the final stage of the process and can be requested by a complainant who is not satisfied with the outcome of the independent investigation which is conducted at Stage 2. If a complaint is escalated through every stage of the complaints process it can take in excess of six months before it is considered at Stage 3. In 2015/16 there were two complaint panels both of which were about complaints investigated at Stage 2 in the previous year– the decision on both cases did not change from the Stage 2 outcome which in both cases was to Partially Uphold the case. As the complainants remained dissatisfied both cases were referred by the complainants to the Local Government Ombudsman service who are currently investigating both cases.

4.4.4 When a complainant is not happy with the outcome of their complaint at the end of the complaints process they have the right to approach the Local Government Ombudsman (LGO) with their concerns. The LGO are independent and can make various decisions in regards to complaints they receive. The LGO reached a decision on only 1 case about Childrens Social Care at Peterborough City Council in 2015-16 and in this case the LGO upheld the complaint confirming that it found the Authority at fault for delays in engaging legal representation for a child in care to safeguard their inheritance. The LGO were satisfied that the Authority had apologised for the delay which was a suitable remedy to the complaint.

#### 4.5 Accessibility

<b>Table 5. Who is making Complaints?</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>
Children/Young People	14	18	10
Parents/Guardians	85	84	73
Carers	0	1	0
Foster Carers	8	1	3
Prospective Adopters	0	1	0
LAC (now Adult)	0	2	0
Friend (with sufficient interest	1	0	2
Relatives	8	9	7
<b>Total</b>	<b>116</b>	<b>116</b>	<b>95</b>

4.5.1 There has been a drop this year in the number of complaints being made by children and young people. Of the ten complaints received from young people direct half of them were supported by NYAS.

4.5.2 In common with the majority of Local Authorities complainants using this process are mainly parents of children receiving Childrens Social care services. Under the statutory process the right of complaint is by a child or by an adult on their behalf about services they are receiving. The complaints team have a duty to ensure that when complaints are received by parents or carers on behalf of a child that the person has 'sufficient interest' and are complaining in the best interests of the child. If a child or young person has capacity to make their own decisions they are contacted to ensure they are in agreement to make the complaint or have signed a consent form. All of the ten complainants who were categorised as Children/Young People

were teenagers.

4.5.3 Independent Advocacy support is available for any young person considering a complaint. This service is currently provided by National Youth Advocacy Service (NYAS). In 2015-16 five young people were supported by NYAS in raising their complaints which is a drop from the previous year. Whilst young people are clearly made aware of the advocacy service and some chose to have this support, some young people also feel able to make their complaints independently.

#### 4.6 Complaint Categories

Table 6: Complaint Categories

Nature of Complaint	2013/14	2014/15	2015/16
About Legislation	0	0	0
About Policy	6	3	5
Breach of Confidentiality	1	4	5
Broken Promise/Appointment	0	1	3
Delay/Failed Service	47	64	46
Denial/Withdrawal/Change Service	5	6	3
Lack of /Incorrect Information	3	3	1
Not to Standard	14	16	
Staff Attitude/Conduct	39	19	27
Other	1	0	1
<b>Total</b>	<b>116</b>	<b>116</b>	<b>97</b>

4.6.1 Table 6 above shows how complaints were categorised into 10 nationally recognised categories by the complaints service to help identify why complaints occur and to allow focus on the main areas of contention. Further analysis by team and by outcome allows identification of whether there are themes which impact on specific teams or across the service and allows for tailored improvement plans.

4.6.2 Further analysis of Table 6 shows that most of the complaints are being received about three main categories:

- Delayed Failed Service
- Staff Attitude/Conduct
- Not to Standard

These are the same top 3 categories as the previous year.

#### 4.6.3 Delayed/Failed Service Complaints

The most common cause of complaint was Delayed/Failed Service.

Forty Six complaints were received where the customer believed that there had been a delay or a failure in the service they were expecting. Although the complaint numbers have reduced this year this category still equates to almost half of all complaints.

Illustrated in Table 7 are the 3 teams within Childrens Social Care that receive the majority of

these complaints.

<b>Delayed/Failed Service Complaints</b>					
Team	Complaints Received	Complaint Upheld	Complaint Partially Upheld	Complaint Not Upheld	No Finding
Family Support	11	2	2	7	0
First Response	11	1	4	6	0
Leaving Care	7	2	5	0	0

#### 4.6.3.1 Family Support

A high percentage of these complaints were not upheld. This illustrates that sometimes families will have an unrealistic expectation of how quickly cases can be concluded. Family Support have the largest case load and the highest volume of workers so it is not unexpected that there would be a higher number of complaints about this service.

Where complaints have been upheld, fully or partially these were in the main due to the delay in issuing minutes of meetings to parents.

#### 4.6.3.2 First Response

This team are responsible for the initial assessment of referrals and must work to tight deadlines. Although half of the complaints were not upheld against this team where they were the following are examples of actions taken.

- Apology offered for failure to obtain consent to share data with other agencies
- Apology for not responding to an enquiry made by a parent
- Apology for the delay in making contact with the family to begin an assessment

Clearly where the manager believes there is fault they will recognise that the delay or failure to provide the service was their responsibility and apologise to the complainant.

#### 4.6.3.3 Leaving care team

There has been a decrease in complaints made about the Leaving Care team under this category this year. However in common with last year all the Leaving care complaints about Delayed or Failed service were upheld or partially upheld.

Examples of these are:

- Apology for delays in arranging letter box contact and exchange of Photos
- Apology for delay in responding to a Wishes and Feeling report from a young person
- Apology for a social worker failing to attend a meeting with the parent and other professionals without advance warning

#### 4.6.4 **Staff Conduct/Attitude Complaints**

4.6.4.1 The second highest complaint category remains Staff Conduct/Attitude. This has increased from 19 last year to 27 this year.

4.6.4.2 The only two teams who received more than one of these complaints are shown in the table below:

Table 8

<b>Staff Conduct/Attitude</b>					
Team	Complaints Received	Complaint Upheld	Complaint Partially Upheld	Complaint Not Upheld	No Finding
Family Support	18	0	5	13	0
First Response	5	1	3	1	0

4.6.4.3 It should also be noted that only one of these complaints was categorised as Upheld and the majority were not Upheld with 8 Partially Upheld. This is consistent with the findings last year.

4.6.4.3 Whilst the Family Support team saw the majority of these complaints 72% of these were found to have no merit. This is illustrative of the fact that parents are often unwilling recipients of involvement with Children Social Care and will seek to complain about the workers they have contact with as they don't wish to work with the service. There are no concerns which highlight any particular team or worker.

4.6.4.4 Examples of the type of complaint partially upheld in this category are:

- Department will reconsider how student social workers are introduced to families
- Team manager has discussed with social worker how tone and body language can be interpreted by parents and the social worker must bear this in mind in her dealings with families
- Social worker has been informed to be careful with language used which may cause offense to parents
- Social worker spoken to about taking better account of a parents disability when handling a child protection issue

#### 4.6.5 **Not to Standard' Complaints**

4.6.5.1 The third most common category of complaint was Not to Standard for the 3<sup>rd</sup> year. This is where the customer is generally dissatisfied with the service provided and does not think it is acceptable. There were only 6 complaints in this category. 2 were Not Upheld and 4 Partially Upheld

4.6.5.2 Example of complaints Partially upheld in this category were:

- All staff will be reminded of the importance of including non-resident fathers with parental responsibility in all assessments
- Apology for lack of communication with parents about their child being missing from care.

#### 4.7 **Service Improvements**

4.7.1 Where a complaint results in a recommendation which could lead to a change in the service delivery or a procedure this is followed through to ensure the learning from this is cascaded and implemented. There were 9 cases where a service improvement was identified and delivered in 2015/16 and these are detailed in Appendix 2.

4.7.2 Childrens Social Care have a Quality Assurance team who work with the service to ensure that service improvements identified by managers are followed through on and delivered.

**5. KEY ISSUES**

5.1 There are no key issues identified.

**6. IMPLICATIONS**

6.1 Implications arise for the continuous improvement of children's social care services and the annual performance assessment whereby it will be demonstrated that complaints are received and responded to in accordance with the statutory process and lessons learnt from complaints are fed into service improvements.

**7. CONSULTATION**

7.1 N/A

**8. NEXT STEPS**

8.1 It is expected that the panel will consider this report and the potential for further areas of scrutiny.

**9. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

9.1 Statutory Instrument 2006 No.1738 The Children Act Representations Procedure (England) Regulations 2006 <http://www.opsi.gov.uk/SI/si2006/20061738.htm>

9.2 Getting the Best from Complaints – Social Care Complaints and Representations for Children, Young People and Others <http://www.everychildmatters.gov.uk/resources-and-practice/IG00152/>

**10. APPENDICES**

10.1 Appendix 1 - Service Improvements 2015-16

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Peterborough City Council  
 Childrens Social Care complaints  
**Service Improvements identified - 2015-16**  
 Complaint Receipt Date between 01/04/2015 and 31/03/2016

Ref	Informal Outcome	Department	S1 Outcome	Description	S1 Svc Improvements	S1 Action Details
CS15/058		CSE/ Screening/ MASH Team	Partially Upheld	Unhappy with lack of support and conduct of CSC Department	Complaint has contributed to the learning of the team and how they communicate with parents who do not live with their children. In future team will ensure both parents views are obtained to assist in decisions and to feedback to both parents to ensure parents are clear why decisions have been made	Apologised for any upset experience whilst working with CSC team. SW apologised that their information misled customer. Acknowledged incorrect contact number was on system, this has now been updated correctly.
CS15/079		Family Support	Partially Upheld	Unhappy with conduct of Social Workers dealing with families case	Lesson learnt with regards to how students are introduced to families	Confirmed higher volumes of calls due to new social work student as part of his training needs and learning
CS15/037		First Response	Upheld	Unhappy info has been shared with CAF Team without consent.	Reinforce the need for clear explanations to be given to parents in similar situations and also ensure that the written consent form is completed.	Apology offered for consent not being obtained before information was shared with other agencies. Apology offered for the conduct of a member of staff.
CS15/051		First Response	Partially Upheld	Unhappy about the way in which the CSC Team have handled her family.	Manager will take this learning forward with staff to ensure it does not happen in the future. Reinforce with staff that agreement for agency checks must be sought from the caring parent	Apologised that the communication with customer was limited and that there was little explanation provided as to what CSC were doing and why. Acknowledged that this has not assisted in providing clarity about the intervention and the decision making process. Acknowledged that the customer should have been contacted prior to checks being made. Apologised if the communication with social workers was less than helpful and would seek to reassure that the learning from this complaint will be shared with the staff as a whole.

Peterborough City Council  
 Childrens Social Care complaints  
**Service Improvements identified - 2015-16**  
 Complaint Receipt Date between 01/04/2015 and 31/03/2016

Ref	Informal Outcome	Department	S1 Outcome	Description	S1 Svc Improvements	S1 Action Details
CS15/053		First Response	Partially Upheld	Unhappy with conduct of SW and also unhappy with report claiming it contains factual errors	Raises the importance of including fathers who have parental responsibility in all assessments	
CS15/071		First Response	Partially Upheld	SW conduct	Spoken with SW about body language and how people might perceive it. Discussed with SW how she could have sent a letter regarding meeting. Raised with all team members to not use terminology that families will not understand. Team Manager will compile a leaflet to ensure terminology is clearly understood by families and young people	SW offered apology for coming across as impolite. SW should have sent letter to confirm meeting with her contact details on it. SW ack that she may have come across as scripted. Agreed as part of SW development she could be supported to develop a more empathetic approach. Apology offered for not confirming if it was a convenient time for customer to speak with SW. Confirmed communication has fallen short of what is expected from a SW. Confirmed family member should have been advised of safe guarding concerns when they occurred rather than a year later
CS16/001	Partially Upheld	Fostering		Unhappy received means test regarding allowance agreed in court for SGO	Better tracking of court directed allowances	



Peterborough City Council  
 Childrens Social Care complaints  
**Service Improvements identified - 2015-16**  
 Complaint Receipt Date between 01/04/2015 and 31/03/2016

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Ref	Informal Outcome	Department	S1 Outcome	Description	S1 Svc Improvements	S1 Action Details
CS15/084		Leaving Care	Partially Upheld	Complaint regarding advice given by a Social Worker to two girls in her care	Manager addressed the detail of the complaint with the individual workers and the management of the service in a style designed to improve the culture of communication across the service. This will be followed up by practice workshops for personal advisers, social workers and carers.	Could not confirm conversations between SW and personal advisers as true or otherwise, however agreed tips on how to 'run away' would be inappropriate. Believes always improvements to be made in the way 16 plus team communicates with young people and their carers.
CS15/013	Partially Upheld	Looked After Children	Upheld	Not informed that his daughter is back in care	Inform all relevant parties (both parents) when a child goes into care	Apology offered for not informing complainant that his daughter had gone into foster care

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<b>CORPORATE PARENTING COMMITTEE</b>	AGENDA ITEM No. 8
<b>9 NOVEMBER 2016</b>	PUBLIC REPORT

## Report of the Corporate Director People and Communities

Contact Officer(s) – Simon Green

Contact Details – 01733 864571 or 07984044288

### ADOPTION REPORT: 2015 - 2016

#### 1. PURPOSE

- 1.1 Corporate Parenting Committee want to see a regular report and to be reassured that children and young people are being listened to and are influencing their care plans wherever possible.
- 1.2 This report is being presented under the Corporate Parenting Committee Terms of Reference: 2.4.3.2 To receive statutory reports in relation to the adoption, fostering, commissioning, looked after children services and children’s homes with a view to recommending any changes.

#### 2. RECOMMENDATIONS

- 2.1 The Committee are asked to note and consider the findings of the report.

#### 3. LINK TO THE CHILDREN IN CARE PLEDGE

- 3.1 This falls under the Priorities;
  1. Effective care planning; and
  2. Placement stability and range of high quality placement provision.

#### 4. BACKGROUND

- 4.1 Members of the Council, managers, staff and carers all have a responsibility to make sure the Pledge to Children in Care is embraced and fulfilled. We see this as our highest priority for children in care.

#### 5. KEY ISSUES

- 5.1 The Corporate Parenting Committee has a crucially important role in making sure that this happens and the business of the Committee should be constructed to help the Panel deliver its responsibilities in this regard.

#### 6. IMPLICATIONS

- 6.1 The purpose of the service is to increase the number of children in care who achieve permanence through adoption, Special Guardianship Orders or placement with family and friends.

#### 7. CONSULTATION

- 7.1 N/A

**8. NEXT STEPS**

8.1 To note.

**9. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

9.1 N/A

**10. APPENDICES**

10.1 Appendix 1 - Adoption Report 2015 - 2016



# PETERBOROUGH ADOPTION

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## **Introduction**

The Adoption Minimum Standards (2014) places a requirement on local authority adoption services to ensure that the executive side of the Council receives a written report on the management, outcomes and financial state of the adoption agency every 6 months to satisfy themselves that the agency is effective and is achieving good outcomes for children and/or service users. This report has been prepared to support Council Members understanding of Peterborough's Adoption service.

## **Summary**

- Child timeliness:  
-The average number of days between a child entering care and going to live with their adoptive family was 371 which is a significant improvement on the previous year of 130 days. It is also significantly lower than the government target of 487days.
- 86% of children were placed with their adopters in less than 18 months, an improvement of 38% on the previous year.
- 10 children were waiting for an adoptive home to be found for them on 31 March 2016.
- The number of children adopted from care has remained stable with 31 children adopted.
- Adopter timeliness is being maintained with 50% of assessments being completed within 6 months of registration. This compares favourably with the national average where the number of assessments completed within 6 months has declined to 28%.

### **Fostering for Adoption**

- The number of adopters being assessed as suitable to be Fostering For Adoption (FFA) carers has doubled, from 33% to 65%.
- The numbers of children being placed under FFA regulations has continued to increase from 25% of all placements in the first 6 months of the year to 50% at 31 March 2016.
- Almost a third of children adopted in 2015-16 had been placed under FFA regulations.

## **Adoption Service Activity in Peterborough 01/04/15 to 31/03/16**

### **Children Adopted from care**

- 1.0 The national figures are not yet available for this period but there were 5,330 looked after children adopted during the year ending 31 March 2015. Whilst numbers continue to increase, the rate of increase in 2015 was lower than in previous years: there was an increase of 5% between 2014 and 2015, compared with an increase of 26% between 2013 and 2014.
- 1.1 In March 2016, the government advised that over the last 2 years, the number of decisions for adoption made by courts and councils has fallen by around 50% - almost half, which will inevitably lead to a reduction in the number of children placed and adopted. This reduction has not been experienced in Peterborough however. In 2014 – 15, 27 placement orders were granted and in 2015 – 16, 29 placement orders were granted.
- 1.2 **Peterborough adoptions**  
These figures relate only to adoption orders made in respect of children adopted from care in Peterborough during the above period.
- 1.3 During this period adoption orders were made in respect of 31 Peterborough looked after children. This is very similar to last year when 32 adoption orders were granted.
- 1.4 **Fostering for Adoption**  
Almost a third of the children adopted (n:10) were placed with the adopters under Fostering for Adoption regulations, enabling them to join the family who would be their permanent home at the earliest opportunity. A further 4 children were adopted by their foster carers.

### **Profile of adopted children**

- 1.5 Of the 31 children adopted from care in Peterborough between 1 April 2015 and 31 March 2016, 19 were girls and 12 were boys.
- 1.6 The average age at the time of the adoption order was 1 year 8 months showing a decrease from last year when the average child's age was just under 3 years old, and the previous year when it was 2 years and 8 months. Peterborough still has a high number of very young children being adopted, with almost two thirds of the children adopted last year being placed before their first birthday.
- 1.7 22 children were placed singly and 9 children were placed at the same time as, or joined siblings in their adoptive placement, allowing the sibling relationship to be preserved.
- 1.8 There was a reduction in the number of children over 5 being adopted, with just 2 children placed in this age group. Searches were being carried out for suitable families for 4 children for the whole year and for an additional 3 children for part of the year. Adopters have now been found for 4 of the children and 2 of the children have had their plans changed away from adoption.

**1.9 Age Span**

The oldest child adopted from care in Peterborough was 5 years of age at the point of the adoption order, the youngest was 10 months old. This little girl had been placed with her adopters at 3 months old under Fostering For Adoption regulations.

**1.10**

Age	0	1	2	3	4	5	6 +	Total
Number	2	17	6	2	2	2	0	31

**Numbers of children adopted by age 01/04/15 – 31/10/16**

**1.11 Ethnicity**

In line with previous years the majority of the children adopted from care in Peterborough for this period were of white British ethnicity (n: 24). 4 children were of a mixed White and African Caribbean heritage, and 3 were from a White Eastern European heritage.

**1.12 Children's needs**

Similarly to last year approximately a third of Peterborough's children who were adopted had been prenatally exposed to drugs and alcohol, although it should be recognized that this figure may be higher. Of the remaining children most had parents who have learning difficulties.

**1.13 Court timescales**

The increase in adjournments of adoption applications that was experienced in the previous year also continued this year, with challenges from birth parents and other significant people leading to delays in the making of adoption orders. This causes inevitable anxiety for the adopters, although it is reassuring that the legal advice and support offered to the adopters and the department on these occasions has been of a very high quality and resulted in the adoption orders being made.

**1.14 National Children's timescales**

DfE statistics published on 1 October 2015, when full data was last available, showed that there had been a drop in the number of children looked after with a placement order at 31 March 2015, from 9,580 (14% of looked after children) in 2014 to 7,320 (11%) in 2015. This is in line with quarterly adoption data collected by the Adoption Leadership Board, which has indicated that since Quarter 2 2013-14, numbers of Adoption Decision Maker decisions for adoption and numbers of adoption placement orders granted have decreased. The National Adoption Leadership Board has linked this trend to the impact of two court judgments, known as Re B and Re B-S.

1.15 The average time between entry into care and adoption order has consistently reduced since 2012. In 2015 it was 2 years 3 months, a reduction of 1 month since 2014 and 4 months since 2011.

**1.16 Peterborough's children's timescales**

In Peterborough the average time between a child entering care and being placed for adoption, of those children adopted (A1), was 371 days. This is a significant improvement on last year's figure which was 501 days.

- 1.17 Last year the figure was elevated by some of the children who had waited a long time to find their adoptive family, particularly the older children and siblings although this compared with other children who joined their families at a few weeks old.
- 1.18 The children that waited longest this year, were adopted by their foster carers, and whilst it is still important to ensure that children achieve legal permanence at the earliest opportunity, they were living with their permanent family almost 2 years prior to the adoption order being made.
- 1.19 The average time between placement order and match in the period 2012 – 15 was 249 days. (A2) In 2015 – 16 the figure has improved to 176, with a range of 28 days to 676, but again the children with the highest scores were living with their adoptive family 134 days after their placement order, having experienced a first match which did not proceed. This figure does not also take into account that 14 of the 31 children were living with their family prior to the official date of adoption placement.
- 1.20 90 % of the children adopted were placed with their adopters within 20 months of entering care, and 86% of children were placed with their adopters within 18 months. This figure does take account of being placed with foster carers or FFA carers prior to being adopted. It represents a significant improvement on last year when 52% of children were placed with their adoptive family within 18 months of entering care. The high number of young children adopted in the last year is a significant factor in the improved figure.

## **2.0 Children Placed for adoption**

- 2.1 At 31 March 2016, there were a total of 14 Peterborough children in adoptive placements. This is a reduction of a third on last year's figure at the equivalent date of 21. The reason for this decrease is that there has been a reduction in the numbers of children waiting for adoption and an improvement in the length of time before children are adopted. Whilst Peterborough has not seen the same decrease in placement orders or adoption orders as other agencies, the number of children waiting has reduced, such that children who have waited for some time for adopters are finding permanent homes now, when they did not previously.
- 2.2 19 children have been matched with adoptive families during this period. All but 1 was matched with Peterborough adopters.

## **2.3 Children Waiting**

Nationally the numbers of children being made the subject of a placement order has continued to decrease. Current figures are not available but at 30 June 2015, there was a decrease of 45%. On 31 March 2016, 10 children with a placement order were waiting. These were 2 sibling groups of 3 children and 2 sibling groups of 2 children.

## **2.4 Placement stability**

There were no recorded adoption disruptions of Peterborough children within the period, continuing the trend of previous years. There were 2 teenage young people who were accommodated in this period, to support the family to



manage the challenging behaviour of the young person.

### **3.0 Adopters**

The adoption reform agenda had a tremendous impact on the numbers of adoptive families and saw a large pool of adopters created where there had been a significant deficit. In the previous year 41 adoptive families were approved in Peterborough. The decrease in the number of children needing adoption nationally meant that many of these families have waited longer than previously. There was not, therefore, the same need for adoptive families and Peterborough like many other agencies, closed its doors to adopters for 3 months of the year, and when they were reopened the priorities were for adopters who were able to have FFA and sibling placements.

Throughout the year, enquiries relating to adoption have remained steady, averaging between 2 and 6 enquiries a week. A large proportion of those enquiries are now web based, with potential adopters accessing information through either our own website or the first4adoption website. Anyone enquiring about adoption is sent an information pack along with an invitation to attend an information session.

Information sessions are held in the first week of every month. Potential adopters are invited to attend one of these sessions following making a first enquiry, and the event is always facilitated by 2 social workers from the team. The session consists of a 30 minute presentation, followed by the opportunity for applicants to speak with a social worker privately to discuss their own personal situation. Attendance at these events continues to be between 5-15 families per session.

**Sandra Nelson**

### **3.1 Recruitment**

There remains the highest number of adopters waiting for many years in line with nationally reported figures. At 31 March 2016 there were 16 adoptive families looking for a child and this figure has been as high as 20 during the year.

3.2 The National Adoption Gateway provided by First4adoption figures for Q4 of 2015-16 saw that the numbers of enquirers converting from their website to Peterborough's adoption website is very high and is only bettered by 7 agencies, all of which are large counties or unitaries.

3.3 The website is kept updated with local initiatives and national policy to inform prospective and current adopters. This is kept under review and is refreshed regularly.

3.4 There have been 167 enquiries in the year which is a reduction on last year's figure of 210. This is in line with other agencies as the numbers of adopters waiting meant that the need for recruitment was reduced.

3.5 100% of enquirers were given detailed information about adoption within 1 working day if they gave contact details when they enquired. The information is

given by a member of the adoption service, following positive feedback about enquirers' preference to speak to a suitably qualified person with specialist knowledge rather than a contact centre service.

- 3.6 Enquirers are given the opportunity to find out more about adopting and to discuss their personal circumstances through a further phone call, attending a drop in or an information session and a home visit if required.
- 3.7 Enquirers are also advised about the checks and references that are required to be carried out in stage 1. In order to ensure that checks are carried out in a timely way, the CoramBAAF health forms have been left with the applicant/s to be returned with the Registration of Interest for most of the past year.

### 3.8 **Adopter timeliness**

Adopter assessments are expected to take no longer than 6 months. In Peterborough almost half of all assessments were completed within 6 months which matches the improvements seen in the second half of last year and the figures reported from other agencies.

Peterborough's Prepare to Adopt Course is facilitated by team members who aim to achieve a supportive and relaxed atmosphere that is conducive to open and productive learning. Potential adopters are invited to attend for three full days to help prepare them for the process and reality of adoptive parenting.

The course uses a number of training methods. Formal presentations are used to share information about the assessment and legal processes as well as giving information about the background of children who need adoptive homes. Group discussions take place to encourage the potential adopters to consider how their own childhood impacts on them as adults and to help them develop an understanding of what would be required to bring up an adopted child throughout their whole childhood. Practical exercises are used to consider the needs of adopted children and how they learn to feel secure, and to encourage awareness of the feelings and actions of others in the adoption triangle.

Chris Clipston

- 3.9 As the number of children waiting has decreased and the numbers of adopters has increased many adopters are waiting longer than previously, and consequently the number of annual reviews have also increased.
- 3.10 **Fostering For Adoption (FFA)**  
Since July 2014 it has been a requirement that all adopters should be assessed for their suitability as prospective FFA carers. A duty has also been placed on local authorities to consider placing all children with a plan for adoption with FFA carers when there is no family member or friend able to look after the child.
- 3.11 Peterborough has embraced this legislation recognizing the benefits to the child and their prospective adopters of developing a relationship from a very young age, potentially from birth. There are risks involved, however, which need to be explored fully both during the training and preparation of prospective adopters and then specifically when a child is identified. The risks relate to the uncertain

legal position and the unknown development of the child. Prospective adopters receive additional training and support during their assessment, and in conjunction with their assessing social worker will arrive at a decision about whether they are suitable for a FFA placement. Adoption panel does not make a decision about the suitability of an FFA placement for adopters, and the decision lies with the agency.

- 3.13 The success of FFA in Peterborough was recognized in the Ofsted inspection in April 2015, which commented that it:

*“Is well embedded in the care planning process for young babies who need legal permanence, and adopter recruitment processes positively promote it. This is a significant strength as it means that children are able to form attachments with their permanent families at the earliest opportunity.”*

- 3.14 15 of the 23 approved families have been assessed as suitable to provide a FFA placement in the year 2015-16. This represents 65% of all approvals, and is double the percentage of last year. A further 3 families were assessed following their approval at panel, and which was agreed by the agency following further training and assessment.
- 3.15 In order that children with plans for adoption are known about at the earliest opportunity the Team Manager attends Unborn Baby Tracking meetings and Legal Planning Meetings.
- 3.16 In the year 2015 -16, 8 FFA placements were made and a further 4 children were adopted from FFA placements.

#### **4.0 Considering and deciding whether a child should be placed for adoption**

- 4.1 As stated above in March 2016, the government advised that over the last 2 years, the number of decisions for adoption made by courts and councils has fallen by around 50% - almost half
- 4.2 In Peterborough the decrease noted in the first 6 months of the year when there were 8 decisions made has not continued and the second half of the year saw an increase with a further 19 decisions being made, giving a total of 27.

#### **4.3 Family Finding**

An adoption social worker is allocated as a family finder for a child when the care plan includes a plan of adoption, to ensure that if adoption becomes the primary plan the child's needs are well known and a family can be found at the earliest opportunity. 51 children were allocated family finders in this period.

4.4 As there have been fewer children at any one time who are waiting for a family, there has been a reduction in the number of Adoption Activity Days held nationally. A sibling group of 2 children attended a Coram BAAF activity day and this was successful in identifying prospective adopters for the children.

4.5 The East Midlands Adoption Consortium has continued to work together to pool adopters and children, and a monthly meeting of family finders shares profiles with the other agencies. This has been successful in finding adoptive families for 3 Peterborough children. Profiling exchange days and Adoption Activity Days have been planned in the last year, however they have been cancelled due to the low number of children waiting.

#### **4.6 Interagency placements**

If adopters and children are unable to find a suitable match within Peterborough their details are placed on the National Adoption Register and registered with EMAC as described above. For adopters, the agency does not wait until the 3 month stage recommended by the regulations unless this is requested by the family. Interagency fees are paid when adopters are exchanged with another agency. The government sought to encourage interagency matches for children and local authorities were able to recoup fees for some interagency matches. This will extend to 1 October 2016 and the government is yet to make a decision about whether this will continue past this date.

4.7 In this period Peterborough provided adopters for 1 interagency child; which attracts revenue of £27,000 on completion and it has sourced an interagency match for 1 child. The fee for this child was reimbursed through the scheme mentioned above.

#### **5.0 Adoption Support Services**

Peterborough provides adoption support assessments and services in line with its statutory duties, to all those affected by adoption including adopters, adopted children, their birth families and adopted adults.

5.1 All adopters in Peterborough are able to access a range of adoption support services. The agency is required to provide services to all adopters of Peterborough children for 3 years post adoption order irrespective of where they live and to any families with adopted children who live within Peterborough where the child has been adopted for over 3 years. In this period 41 families requested adoption support services and 35 received an assessment of their needs.

5.2 In line with previous years the main reason for parents to refer is for advice about managing children's challenging behaviour and for support with accessing health or educational resources. It is clear that there are many adoptive families supporting children with complex needs including attachment issues, foetal alcohol disorder, autism and ADHD.

5.3 Adoption financial support is available to support families in their parenting of their children. It is also available to assist families at particular times of financial pressure, with one off items or therapy. These are means tested if ongoing and reviewed annually. As of 31 March 2016 there are 70 financial

support arrangements in place.

**5.4 Post adoption contact services**

Peterborough has an active and well respected Post Adoption Contact Service, which is staffed by 2 Team Support Workers; 1 full-time and 1 part-time. 372 children have active post adoption contact agreements. Most of the contact that takes place is indirect with mail being exchanged between the adopters and birth family members. Contact agreements vary in the number of exchange participants from between 1 and 8 parties and generally occur at a frequency of 1 or 2 times per year.

5.5 Good relationships are formed between the support workers and the birth families leading to a high rate of interaction from birth family members. Direct contacts are supervised and arranged by the service. In addition birth parent and adopter meetings have been facilitated.

**5.6 Birth family counselling services**

Birth family members are able to access independent counselling services, commissioned from Adoptionplus at any time. Last year 36 birth parents accessed the service. The service was reduced after the first 6 months from 2 days per week to 1 day due to not being taken up. This has led to a small waiting list now being in place and there were 3 people on the list on 31 March 2015. When there was a period of low take up the service was also offered to a parent whose child was made the subject of a SGO.

5.7 The children in care and adopted psychology service has continued to operate within the last year, although alternative arrangements have been put in place as the lead psychologist was on maternity leave from March 2015. Firstly the educational psychology service operated the service but this was handed over to the adoption service to triage from July 2015. The service has employed independent clinical and forensic psychologists since July. They have been able to provide adopters and their children with psychological assessments, parenting strategies, educational assessments and support with accessing appropriate educational and health services. They have also provided some counselling and therapeutic services.

**5.8 Adopter training and support**

Adopters have access to the full foster carer and adopter training programme which incorporates a programme of e-learning and courses provided by Peterborough Safeguarding Children Board.

Adopter training programmes are booked through a portal called 'Children and Adult's Workforce Development also known as 'CPD.' It allows adopters to create an account, browse through the training events coming up and book onto courses that they feel are relevant and beneficial for them. Examples of training events are: Attachment and stages of development, resilience, transitions, keeping children safe, caring with a child who has been sexually abused etc.

Once an adopter has set up an account on the training programme, their Social worker has the opportunity to notify them of any training events that is deemed to be beneficial to their learning and development of becoming an adoptive parent who will be caring for an adopted child. In addition, using this training programme is also an effective way for prospective adopters to demonstrate their commitment and willingness to learn the skills that will equip them to become an approved adopter. Danielle Murrells

5.8 Adoption support groups continue to operate to offer peer support to adopters and their children. The co-ordination of adoption support groups continues to be shared with Coram-Cambridgeshire. Opportunities exist for adopters to meet with other families socially at least twice monthly. The preschool and parent group 'Play and Stay' is very popular. There are also shared family social events; the summer picnic, the Christmas party and a Halloween event. A new Easter event was added this year and is likely to become a regular event.

#### 5.9 **The Adoption Support Fund (ASF)**

The Adoption Support Fund was established to provide a means of funding therapeutic support for adopted children. The Fund enables them to access the services they need more easily. It was accessible from 1 May 2015, following an assessment by a local authority. From 1 May 2015 until 31 March 2016 PCC has been successful in securing funds of £51,031.02 in respect of 20 families. It included a pilot filial therapy parenting group which was received very positively by the families. An application for the group to continue as a post support group was agreed in the current financial year. Funding for a second group was also agreed.

#### 5.10 **Support to adopted Adults**

The adoption service supports adopted adults in accessing their adoption files and offers counselling as appropriate. 25 adults approached the agency for this support during the period, which is in line with previous years. Peterborough City Council does not offer an intermediary service to adopted adults or their families but will signpost if required. Enquiries and advice on a range of issues are often received which do not progress to formal intervention, however callers are appreciative of the opportunity to discuss adoption related issues about themselves or a birth family member.

The Adoption team run a number of social events throughout the year. These events are always well attended by the adoptive families and year upon year the numbers of families coming along has steadily increased. The type of events that we run are as follows; an Easter get-together, a Summer picnic and Halloween and Christmas parties. The reason why we believe these events have a high turn-out is because of the relaxed and informal environment and it's a chance for adoptive families to network and support one another. Overall, these events provide an opportunity for everyone to have fun!

As an agency we are constantly reviewing how we can best meet the needs of our adoptive families and children. We are currently looking into how we can best engage our older children with social events and get them more involved. We are at the early stages of planning a children's forum for the older children where they can voice their concerns/issues alongside organising specific social events for our teens.

**Fae Barnsdale**

## **6.0 Multiagency and Interagency working**

6.1 Interagency working arrangements have continued with EMAC. The annual conference was attended by 10 members of the adoption service. The Head of Service attends the bi-monthly meetings to support interagency initiatives.

6.2 Peterborough is part of the Lincolnshire lead Regional Adoption Agency (RAA) and has been involved in meetings with the manager to scope the services in the region. Representatives have also met with the adoption team to outline the progress of the RAA.

6.3 Peterborough remains part of the Eastern Region Adoption Leadership Board which gives opportunities for further practice sharing. This is attended by the Head of Service.

6.4 Links with Coram-Cambridgeshire have been strengthened in this period, in respect of adoption support services and meetings between the team managers take place 3 times a year.

6.5 Multiagency/professional working takes place with CAMHS, the Virtual School, health visiting and midwifery services, Child Health Clinic and schools and nurseries. This is an area that would benefit from ongoing development due to changes in staffing in partner organisations and their structures.

### **6.6 Support to Children's Services**

The adoption team provides training courses for foster carers and other social workers on 'Moving foster children on to Adoption,' 'Preparing children for adoption' and 'Life story work and communicating with children.' Team members offer mentoring to colleagues in relation to adoption planning, in areas such as post adoption contact, life story work and in respect of previous siblings' adoptions.

Play and Stay is a group that we hold once a month for pre-school children and their parents. It is an opportunity for adoptive parents to meet one another and share their experiences whilst their children play with a variety of toys, play dough and arts and crafts in a safe and friendly environment. Sixteen families have attended this group throughout the year and during school holidays older siblings are invited to join the fun.

**Heather Maxwell**

## **7.0 Staffing and staff development**

- 7.1 The adoption service has 6.6 full time equivalent social workers, and 1.8 team support workers. Overall the staffing group has remained stable however there has not been a full staff group at any point during the year due to parental leave for 3 team members. This has unfortunately necessitated some adopters and children having 2 or 3 changes of social workers.
- 7.2 2 team members completed their Practice Educators Award and this has led to them being involved in mentoring PCC colleagues completing the course this year.
- 7.3 2 members of staff have completed their Level 1 qualifications in theraplay and have been able to use the techniques with families during the adoption process and in adoption support. A further member of staff has been attending the VIPP-SD pilot training through the Tavistock and Portman. This will conclude in the summer 2016.

## **8.0 The National Agenda - The Government's Adoption Reform Programme – updates and Peterborough Service development**

- 8.1 Achieving permanency through adoption remains a priority for government. The Children and Families Act (2014) introduced a range of changes in adoption including contact between prescribed persons and adopted person's relatives, Placement of looked after children with prospective adopters, Repeal of requirement to give due consideration to ethnicity: England; Recruitment, assessment and approval of prospective adopters; Adoption support services: personal budgets; Adoption support services: duty to provide information the Adoption and Children Act Register.
- 8.2 The Act introduced a requirement on the local authority to consider placing a child in a 'Fostering for adoption' (FFA) placement if there is a plan of adoption.
- 8.3 Changes to statutory adoption pay and leave also came into place for all adopters and in particular FFA carers who are also now able to start their adoption leave when a child is placed in a FFA placement, rather than matched at panel, which has enabled more adopters to consider this option.



8.4 In March 2016, the DfE updated Adoption: A vision for change in which the following five areas were a focus:

- Deliver radical, whole system redesign by regionalising adoption services
- Invest in developing the workforce
- Reduce the time children wait to be adopted
- Provide more high quality adoption support
- Further embed strong performance management and accountability arrangements

8.5 In April 2016, the DfE published the Practice and Improvement Fund: Adoption services, which outlined the commitment to improve services in three areas:

- Driving improvement in recruitment and the way children and adopters are matched
- Speeding up stable placements by use of early placement schemes
- Support for adoptive families

## **Appendix 1**

### The roles and responsibilities of local authorities in respect of the provision of adoption services

#### The legal concept of adoption

Adoption is a legal concept which creates a complete and permanent transfer of parental responsibility from a birth parent to an adoptive parent when a court makes an Adoption Order. Adoption Orders, once made, cannot be revoked. Children, who were in the care of a local authority before an Adoption Order was made, are no longer 'looked after' by that authority once the Adoption Order has been made.

#### What are the statutory duties of local authorities in respect of adoption?

All local authorities have a statutory duty under the Adoption and Children Act 2002 to provide an adoption service for all those affected by adoption living in their area. These include adopters and prospective adopters, adoptive families, children in need of adoptive homes and those already adopted, adopted adults, and birth relatives of those who are being or have been adopted.

#### How are adoption services organised in Peterborough?

In Peterborough, these services are provided within Children and Families Services, as part of Children's Social Care. The Adoption Services team take the main responsibility for the provision of most of those services, with fieldwork child care teams taking responsibility for care planning for those children for whom adoption is the plan, including direct work with the birth family. The fieldwork child care teams also take the lead in the court process until an Adoption Order is granted. The Adoption Services team members, all of whom have built up expertise in this specialist area of work, are available to offer advice, guidance, and support to fieldwork child care social workers as needed. They act as a resource to the fieldwork child care teams in respect of research in matters related to adoption, for example, post adoption contact and sibling placements. The Adoption Services team also advises on the preparation of children being placed for adoption, and the family support practitioners in the team take responsibility for the preparation of life story books and direct life story work with individual children, dependent on their age and level of understanding.

Further information about the organisation of adoption services, including details of the management and staffing within the Adoption Services team can be found in the Adoption Service Statement of Purpose 2015 - 16 which can be accessed on the Peterborough City Council website.

<b>Team Member: Name</b>	<b>Position / Joined service</b>	<b>Qualifications</b>
<b>Fae Barnsdale</b>	Social Worker 2005	BA (Hons) Social Policy, 2002 – University of York  BA (Hons) Social Work, 2010 – Anglia Ruskin University  Newly Qualified Social Work programme, 2012.
<b>Christine Clipston</b>	Social Worker (seconded) 2001	BA (Hons) Social Work, 2012 – Anglia Ruskin University
<b>Jade Cullum</b>	Advanced Practitioner 2012	BA (Hons) Humanities, 2000 – Nottingham Trent University.  M Dip Social Work, 2003 – University of Nottingham.  PQ Award, 2006 – Nottingham Trent University.
<b>Laura Dilkes</b>	Advanced Practitioner 2003  (Parental Leave)	BTEC National Diploma in Childhood Studies, completed June 2000, Stamford College  Diploma in Social Work, 2004 - University College of Northampton  Post Graduate Diploma in Specialist Work, Children and Young People, their Families and Carers, 2011- Anglia Ruskin University
<b>Stacey Ding</b>	Advanced Practitioner 2012  (Parental Leave)	BA (Hons) Social Work, 2007 - Leeds Metropolitan University  Post Qualifying consolidation award, 2010 - Anglia Ruskin University
<b>Simon Green</b>	Head of Service 2002	BA (Hons) Social Work, 2002 – University of Northampton.  Post Graduate Diploma Specialist Child Care Award, 2005 – University of East Anglia  MA Health and Social Care Management – London Metropolitan University.
<b>Tammi Jones</b>	Team Support Worker 2006	

<b>Sue King</b>	Team Manager 2011	BSc (Hons) Sociology and Social Work; CQSW, 1987 – University of Bath  PQ Consolidation Award Social Work, 2007 - Nottingham Trent University.  Post Graduate Diploma in Specialist Social Work, Children and Young People, their families and Carers, 2012 – Anglia Ruskin University.
<b>Richard Marsh</b>	Advanced Practitioner 1987	Diploma in Social Work, 1993- Anglia Ruskin University  PQ 1 Child Care Award, 2007 - University of East Anglia
<b>Heather Maxwell</b>	Team Support Worker 2002	NNEB, 1984 - Kingston College.  DPQS-NNEB, 1992 – Ipswich College.
<b>Anna Messinger</b>	Agency Advisor Adoption & Fostering Service 2014	Diploma in Social Work, 1995 - Anglia Polytechnic University  Introduction to Post Qualifying Child Care Level 3, 2010 - Anglia Ruskin University
<b>Danielle Murrells</b>	Social Worker (Interim) 2014	BA (Hons) - Social Work, 2014 - Anglia Ruskin University.
<b>Sandra Nelson</b>	Advanced Practitioner 2007	Certificate in Health and Social Care, 2003 – Open University  BA (Hons) Social Work, 2008 – Anglia Ruskin University  BA (Hons) Specialist Practice: Children and Families, 2012 – University of East Anglia.  VIPP-SD Intervener, 2016 - Leiden University (in conjunction with the Tavistock Centre)
<b>Tasalla Shaiyen</b>	Advanced Practitioner 2012	PGDIPSW, 2005 – London Southbank University  Post Qualifying award 1, 2006 – Bournemouth University  PQ Consolidation Award, 2010– Anglia Ruskin University  Part 1, 2010 Introduction to Practice Education - Anglia Ruskin University

<b>CORPORATE PARENTING COMMITTEE</b>	AGENDA ITEM No. 9
<b>9 NOVEMBER 2016</b>	PUBLIC REPORT

## **Report of the Corporate Director People and Communities**

**Contact Officer(s) – Simon Green**  
**Contact Details – 01733 864571**

### **PERMANENCE SERVICE**

#### **1. PURPOSE**

- 1.1 An update has been requested by Corporate Parenting Committee in respect of the new Permanence Service. This will be presented by TACT (The Adolescence and Children’s Trust)
- 1.2 This report is presented under the Corporate Parenting Committee’s Terms of Reference,
  - 2.4.3.2 To receive statutory reports in relation to the adoption, fostering, commissioning, looked after children services and children’s homes with a view to recommending any changes.
  - 2.4.3.3 Ensure that the needs of looked after children and care leavers are addressed through key plans, policies and strategies throughout the Council overseeing interagency working arrangements.

#### **2. RECOMMENDATIONS**

- 2.1 For information.

#### **3. LINK TO THE CHILDREN IN CARE PLEDGE**

- 3.1 This falls under Priority 4. Placement stability and range of high quality placement provision

#### **4. BACKGROUND**

- 4.1 Peterborough has developed a unique and innovative approach to securing improved outcomes for children and young people in care through our new Permanency Service, which will be delivered by the very respected children’s charity, TACT [The Adolescent and Children’s Trust].
- 4.2 This new approach will also deliver savings to the Council and enable investment in edge of care, prevention and early help services.

#### **5. KEY ISSUES**

- 5.1 Peterborough, like most Councils, does not have enough foster carers to look after children and young people in our care. This means that we have to place about 33% of our children looked after with foster carers provided by Independent Fostering Agencies [IFAs]. This costs the Council about £2.5M per annum more than it would if we could place all our children with our own carers.
- 5.2 Money aside, there are other reasons why it is good for children to be placed with our own carers, including:

- We know our carers well, so we can make better matches between children and carers;
- Our carers are all located in or close to Peterborough, whereas IFA carers are often much further away.

## **6. IMPLICATIONS**

- 6.1 Our fostering, adoption, family group conferencing and support staff will transfer to TACT under TUPE. The total budget for children's care placements will transfer to TACT which will be responsible for providing or sourcing from others all the placements that children in Peterborough need. Our foster and adoptive carers will be supported and trained by TACT and TACT will recruit, train and assess new carers.
- 6.2 Foster carers will benefit from a unique service. They will get the benefits of being supported by a specialist agency with many years' experience of supporting carers to care for more challenging children and young people. Importantly, they will also only look after children and young people from Peterborough, meaning that they will also benefit from a consistent relationship with one Council – unlike Independent Fostering Agency carers, who take children from all over the country. We think this combination makes our new service uniquely attractive to carers in the highly competitive world of fostering.
- 6.3 Staff, foster carers and young people all contributed to the development of the service specification and to the process by which TACT was identified as the winning bidder. We are all very proud of our achievement in setting up this unique and highly innovative new service.

## **7. CONSULTATION**

- 7.1 From these beginnings, we worked with our staff, foster carers and young people to develop a full specification for what has become the highly innovative Permanency Service. This new service will:
- Provide the support that foster carers want;
  - Reduce the overall cost of placements by increasing use of our in-house carers;
  - Enable investment in 'edge of care' and prevention and early help services in Peterborough, and;
  - Through these actions, deliver improved outcomes for children and young people.
  - An open tender process followed, which has resulted in the contract being awarded to the children's charity, TACT.

## **8. NEXT STEPS**

- 8.1 Information only.

## **9. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 9.1 None.

## **10. APPENDICES**

- 10.1 None.

<b>CORPORATE PARENTING COMMITTEE</b>	AGENDA ITEM No. 10
<b>9 NOVEMBER 2016</b>	PUBLIC REPORT

## Report of the Corporate Director People and Communities

Contact Officer(s) – Nicola Curley  
Contact Details - 01733 864965

### CHILDREN IN CARE AND CARE LEAVERS PERFORMANCE REPORT

#### 1. PURPOSE

- 1.1 To update the Corporate Parenting Committee in respect of the numbers of children and young people currently being looked after by the Council and to provide a breakdown of the types of placements in which they are living. The report also provides information about the age, gender and ethnicity of those children and young people.
- 1.2 The report also outlines a monthly performance report and an action plan report which outlines to progress of each action made against the recent OfSTED recommendations.
- 1.3 This report is being presented under the Corporate Parenting Committee’s Terms of Reference:
  - 2.4.3.2 To receive statutory reports in relation to the adoption, fostering, commissioning, looked after children services and children’s homes with a view to recommending any changes.
  - 2.4.3.6 To monitor the quality of care delivered by the City Council and review the performance of outcomes for children and young people in care.

#### 2. RECOMMENDATIONS

- 2.1 The Committee is asked to consider and note the content of this report, and in particular those areas where good performance is being sustained, while noting continuing actions being taken to address areas where performance remains inconsistent;

#### 3. LINK TO THE CHILDREN IN CARE PLEDGE

- 3.1 This falls under Priority 3: Placement stability and range of high quality placement provision and covers ‘Reduction in the number of children in residential placements.

#### 4. BACKGROUND

- 4.1 The Corporate Parenting Committee should be updated about basic placement information at every meeting.

#### 5. KEY ISSUES

- 5.1 None.

#### 6. IMPLICATIONS

- 6.1 None.

#### 7. CONSULTATION

- 7.1 N/A.

**8. NEXT STEPS**

8.1 This report is for information only.

**9. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

9.1 None.

**10. APPENDICES**

10.1 Appendix 1 - Information relating to placements for Children in Care  
Appendix 2 – CIC Performance Data August 2016



## **Information relating to placements for Children in Care**

On the 31 August 2016 there were 362 Children in Care in Peterborough.

- 158 children were placed with foster carers who work for Peterborough City Council (in house).
- 112 children were in foster care and placed with independent fostering agencies (IFA'S). The agency works with the Local Authority on a contractual basis to provide foster placements.
- 29 post 16 years olds were living on their own (independent living) but still classed as CLA with an allocated Social Worker. Independent living assists the young person with the transition to leaving care. These young people are supported by our Leaving Care Service.
- 5 children had a court order (Placement Order) that allows them to live with their prospective adoptive parents whilst they are awaiting a final Adoption Order.
- 16 children were placed with family or friends carers (connected person). These carers are formally assessed in the same way that our other in house carers are assessed and are presented to the Fostering Panel for approval in the way. They are paid the same level of allowances as other in house foster carers.
- 4 children were living with their parents but are still considered 'looked after' because they are subject to a full care order so the Council still shares parental responsibility with the birth parent. Placements with parents are often made pending a plan for reunification with the parent and in some cases will result in an application for care orders to be revoked.
- 34 children and young people (without disabilities) were placed in residential care that provides intensive support in a residential setting. These placements are most usually made when it is clear that foster care is not sufficient to meet the child or young persons needs. Residential care is nearly always accessed by adolescents and only rarely used for younger children in very special circumstances.
- 3 children (with disabilities) were placed in specialist residential care. These disabled children will have complex health and behavioural needs associated with their disability. As above these placements are only used when all other types of support to keep the child at home or in foster care have been exhausted.
- There were no young person either in young offender institute or prison.
- There was 1 young person placed in a secure unit

**Children in Care Profile**

	Sep-15	Dec-15	Mar-16	Jun-16	Aug-16
<b>Children looked after</b>	340	349	359	371	362

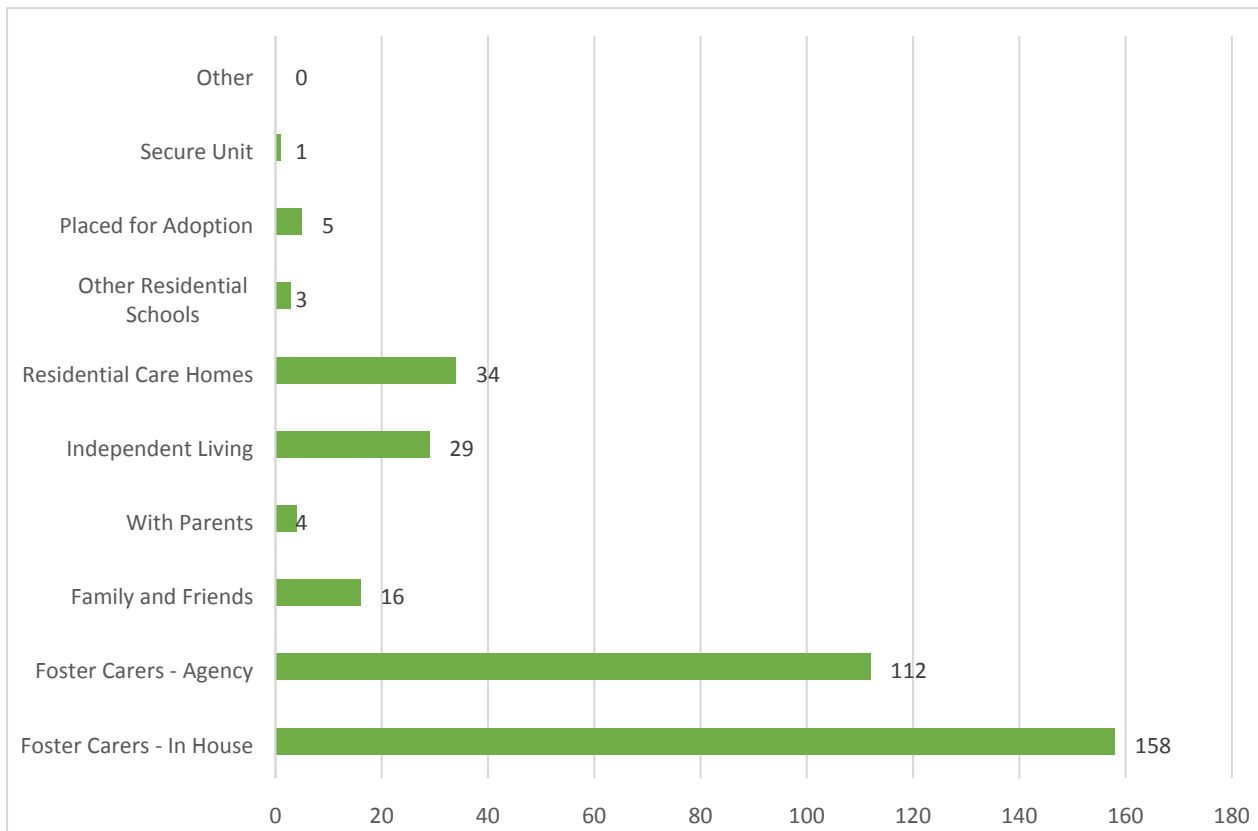
**Age**

Under 1	17	20	22	22	19
1 to 4	37	39	36	36	34
5 to 9	68	70	74	81	74
10 to 15	145	144	149	149	144
16-17	72	76	78	82	89
18 or over	1	0	0	1	2

**Gender**

Male	197	199	203	211	205
Female	152	156	156	160	157

**Breakdown of Children in Care Placements**



## Ethnicity of Children in Care

	Sep-15	Dec-15	Mar-16	Jun-16	Aug-16
Children looked after	340	349	359	371	362
<b>Ethnicity</b>					
White British	227	235	237	235	234
White Irish	0	0	0	0	0
White Other	37	38	44	47	43
<b>White</b>	<b>264</b>	<b>273</b>	<b>281</b>	<b>282</b>	<b>277</b>
Mixed White & Black Caribbean	6	7	3	4	5
Mixed White & Black African	2	2	5	6	6
Mixed White & Asian	12	11	13	14	15
Any other mixed background	12	11	10	11	10
<b>Mixed</b>	<b>32</b>	<b>31</b>	<b>31</b>	<b>35</b>	<b>36</b>
Indian	0	0	0	0	0
Pakistani	5	5	6	5	4
Bangladeshi	0	0	0	0	0
Any other Asian background	9	10	11	18	17
<b>Asian</b>	<b>14</b>	<b>15</b>	<b>17</b>	<b>23</b>	<b>21</b>
Caribbean	2	2	2	2	2
African	12	12	10	12	10
Any other Black background	6	6	6	7	7
<b>Black</b>	<b>20</b>	<b>20</b>	<b>18</b>	<b>21</b>	<b>19</b>
Chinese	0	0	0	0	0
Any other ethnic group	10	10	11	10	9
<b>Other</b>	<b>10</b>	<b>10</b>	<b>11</b>	<b>10</b>	<b>9</b>
Not stated / not yet obtained	0	0	1	0	0

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### Peterborough Children's Services

*"Helping children and young people to be their best"*



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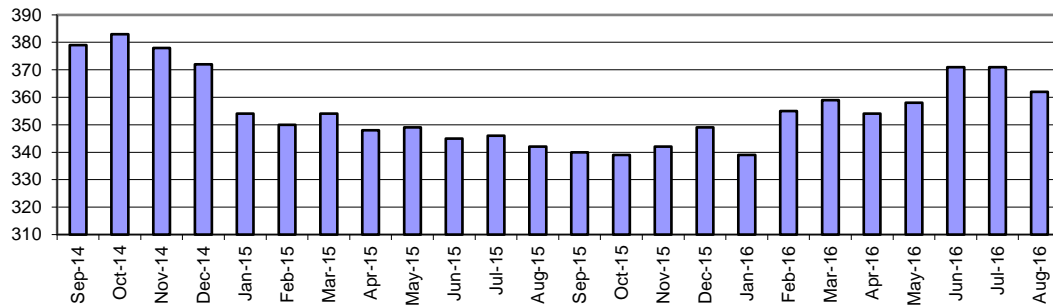


Contents		Latest Published	SN Avg	ENG Avg	Target	Latest Data		Dir. of travel	Polarity	Page Number
						Actual	RAG			
<b>Benchmarking</b>	Eastern region benchmarking analysis									2
<b>Children in Care</b>	Number of Children in Care per 10,000	74.0	79.4	60.0	74.0	77.7	A	↓	Smaller is better	24
	Admissions of Children in Care per 10,000	36.2	29.7	26.5	38.0	42.7	0	↑	-	25
	Number of Children who have ceased to be Children in Care per 10,000	32.9	30.1	26.5	38.0	37.8	0	↓	-	26
	Number of Children in Care				345	362	G	↑	Proximity to target	27
	Placement Stability: 3 or more placements during previous 12 months for CiC	8.5%	11.3%	11.0%	9.5%	6.6%	G	↑	Smaller is better	28
	Placement Stability: Length of Placement for Children in Care	73.0%	69.1%	67.0%	71.0%	66.2%	G	↑	Bigger is better	29
	Children in Care Reviews held within timescales	98.7%			100.0%	99.7%	A	↑	Bigger is better	30
	Children in care statutory visits in time				95.0%	89.8%	R	↑	Bigger is better	31
	Percentage of children adopted	19.0%	24.0%	17.0%	20.0%	12.5%	A	↓	Bigger is better	32
	Average days between child entering care and moving in with a adoptive family	593	616	628	487	408	G	=	Smaller is better	33
	Average days between court agreeing adoption and LA approving a match	242	211	217	120	216	R	=	Smaller is better	34
	Children in care - Missing from care					16		↑	-	35
	Initial health assessments completed within 20 working days of child entering care				95.0%	51.4%	R	↑	Bigger is better	36
	Health of Children in Care - Annual Health Assessments	93.9%	89.1%	88.4%	95.0%	89.8%	A	↑	Bigger is better	37
	Children in care (aged 3-17 years) with dental checks held within previous 12 months				95.0%	70.2%	R	↑	Bigger is better	38
	Personal Education Plans (PEPs)				95.0%	98.8%	G	↑	Bigger is better	39
	Leaving care cases with a pathway plan that has been updated within the last 6 months					54.9%			Bigger is better	40
Care leavers (+19 years) - Not in Education, Employment and Training					39.3%			Smaller is better	41	
Care leavers (+19 Years) - Not in Suitable Accommodation					10.1%			Smaller is better	42	

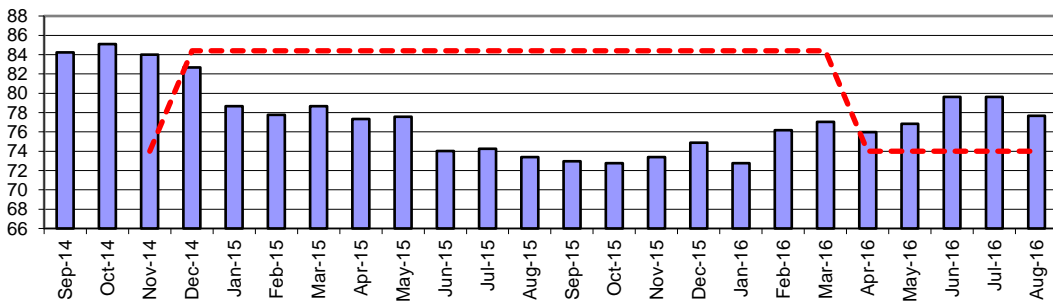
Select Year	2015/16
Select Quarter	Q4

When selecting Year 2012/13 or 2013/14 please also select Quarter Q4 to display performance data

Indicators	Bedford (B)	Cambridgeshire County	Central Bedfordshire	City of Peterborough (B)	Essex County	Hertfordshire County	Luton (B)	Norfolk County	Southend-on-Sea (B)	Suffolk County	Thurrock (B)	National 2015	Polarity	Top of Range	Bottom of Range
	4.1 Children who had three or more placement changes in the year [Definition: old NI62]	7.03%	12.3%	11.9%	8.4%	10.2%	13.2%	10.2%	5.2%	10.3%	12.5%	8.2%	10%	Smaller is Better	5.2%
4.2 Avg. days between child entering care and moving in with a adoptive family	568.5	363.0	421.2	374.0	481.0	469.0	620.5	350.9	335.6	367.0	717.4	593	Smaller is Better	335.6	717.4
4.3 Avg. days between court agreeing adoption and LA approving a match	241.4	173.0	173.9	178.0	157.5	216.0	322.1	150.4	119.4	176.8	68.5	223	Smaller is Better	68.5	322.1
4.4 % leaving care who are adopted	10.7%	13.9%	16.8%	35.7%	12.4%	12.4%	10.5%	15.1%	23.6%	19.6%	13.4%	17%	Bigger is Better	35.7%	10.5%
4.5 % LAC adopted in year placed within 12 months of decision	30.8%	81.6%	82.4%	70.0%	81.3%	60.7%	55.6%	70.8%	92.0%	81.1%	17.6%	N/A	Bigger is Better	92.0%	17.6%



■ CiC -No of children in Care - monthly



■ Rate of children in care per 10,000      - - - - - Target

Month	CiC -	Pop.	Rate of
Sep-14	379	45000	84.2
Oct-14	383	45000	85.1
Nov-14	378	45000	84.0
Dec-14	372	45000	82.7
Jan-15	354	45000	78.7
Feb-15	350	45000	77.8
Mar-15	354	45000	78.7
Apr-15	348	45000	77.3
May-15	349	45000	77.6
Jun-15	345	46600	74.0
Jul-15	346	46600	74.2
Aug-15	342	46600	73.4
Sep-15	340	46600	73.0
Oct-15	339	46600	72.7
Nov-15	342	46600	73.4
Dec-15	349	46600	74.9
Jan-16	339	46600	72.7
Feb-16	355	46600	76.2
Mar-16	359	46600	77.0
Apr-16	354	46600	76.0
May-16	358	46600	76.8
Jun-16	371	46600	79.6
Jul-16	371	46600	79.6
Aug-16	362	46600	77.7

Target	Variance	RAG
74.0	13.8%	R
74.0	15.0%	R
74.0	13.5%	R
84.4	-2.1%	R
84.4	-6.8%	A
84.4	-7.8%	A
84.4	-6.8%	A
84.4	-8.4%	A
84.4	-8.1%	A
84.4	-12.3%	A
84.4	-12.0%	A
84.4	-13.0%	A
84.4	-13.6%	A
84.4	-13.8%	A
84.4	-13.0%	A
84.4	-11.3%	A
84.4	-13.8%	G
84.4	-9.7%	A
84.4	-8.7%	A
74.0	2.7%	A
74.0	3.8%	A
74.0	7.6%	A
74.0	7.6%	A
74.0	5.0%	A

**CSC Commentary**

The number of CiC at the end of August 2016 has decreased by 9 to 362. This is after an increase in numbers for three consecutive months April, May, June. Although this is above the target rate of 74 it remains in the amber RAG rating and indicates that measures to curb the rise in the care population are beginning to have an early impact.

**Definition**

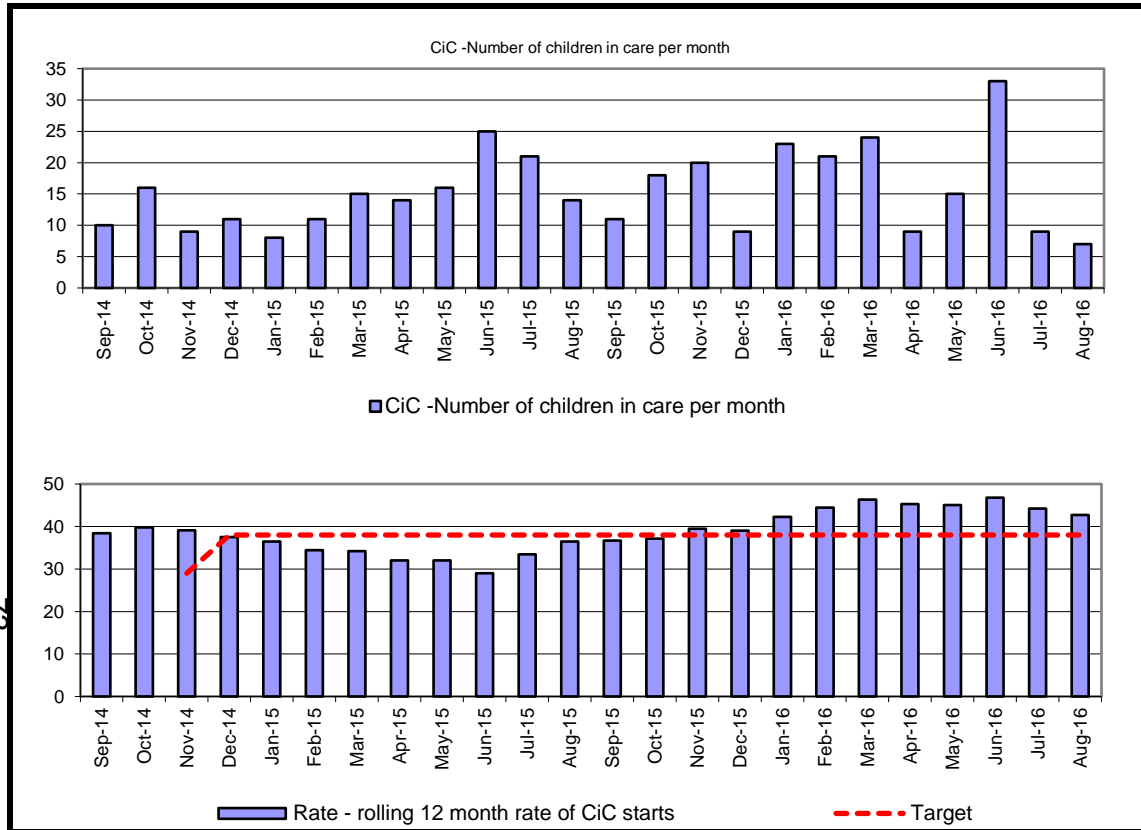
Number of children in care divided by the population of 0-17 year olds in Peterborough multiplied by 10,000  
 The number of children in care is taken as a snapshot count at the end of each month  
 Population for denominator: 46600

**G = 74.0**      **A > 74.0**      **R > 79.4**

Year	PCC Result	SN Result	ENG Result
2012-13	78.0	78.0	60.0
2013-14	80.0	77.2	60.0
2014-15	74.0	79.4	60.0

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Month	CiC -	12 Mths	Rate	Target	Variance	RAG
Sep-14	10	173	38.4	29.0	32.6%	
Oct-14	16	179	39.8	29.0	37.2%	
Nov-14	9	176	39.1	29.0	34.9%	
Dec-14	11	169	37.6	38.0	-1.2%	
Jan-15	8	164	36.4	38.0	-4.1%	
Feb-15	11	155	34.4	38.0	-9.4%	
Mar-15	15	154	34.2	38.0	-9.9%	
Apr-15	14	94	32.0	38.0	-15.8%	
May-15	16	110	32.0	38.0	-15.8%	
Jun-15	25	135	29.0	38.0	-23.8%	
Jul-15	21	156	33.5	38.0	-11.9%	
Aug-15	14	170	36.5	38.0	-4.0%	
Sep-15	11	171	36.7	38.0	-3.4%	
Oct-15	18	173	37.1	38.0	-2.3%	
Nov-15	20	184	39.5	38.0	3.9%	
Dec-15	9	182	39.1	38.0	2.8%	
Jan-16	23	197	42.3	38.0	11.2%	
Feb-16	21	207	44.4	38.0	16.9%	
Mar-16	24	216	46.4	38.0	22.0%	
Apr-16	9	211	45.3	38.0	19.2%	
May-16	15	210	45.1	38.0	18.6%	
Jun-16	33	218	46.8	38.0	23.1%	
Jul-16	9	206	44.2	38.0	16.3%	
Aug-16	7	199	42.7	38.0	12.4%	

**CSC Commentary**

Admissions into care have decreased for the second month in a row. They have dropped from 33 in June to only 7 in August and there has been a commensurate decrease in the variance rate from our target from 46.8 to 42.7. While this is still above our actual target, it marks a major slow down in our admissions and indicates that measures to improve gate keeping processes are having a positive effect.

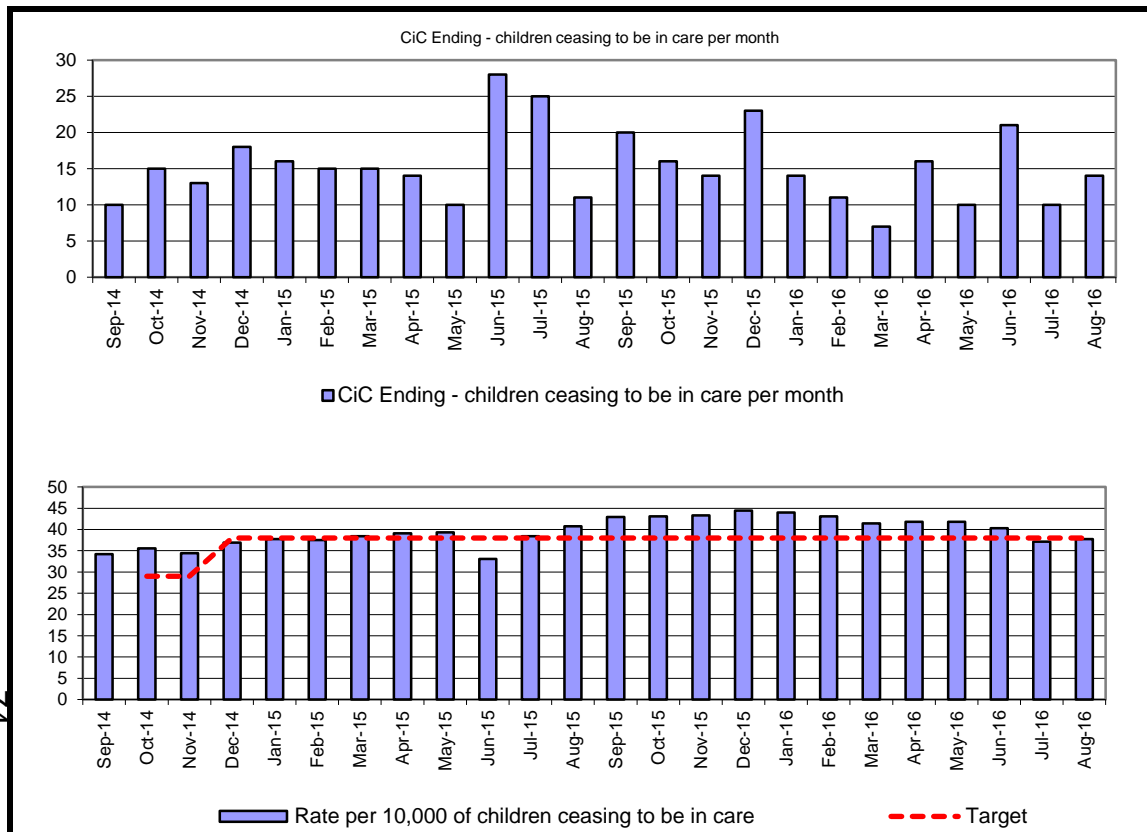
**Definition**

Children who came into care (rolling 12 months) divided by the population of 0-17 year olds in Peterborough multiplied by 10,000. If a child is admitted to care on more than one occasion then each time is counted in this indicator.

Population for denominator: 46600



Year	PCC Result	SN Result	ENG Result
2012-13	31.8	30.8	25.3
2013-14	36.2	29.7	26.5
2014-15	30.0	34.2	26.8



Month	CiC Ending - children ceasing to be in care per month	12 Mths rolling average	Rate per 10,000	Target	Variance	RAG
Sep-14	10	154	34.2	29.0	18.0%	
Oct-14	15	160	35.6	29.0	22.6%	
Nov-14	13	155	34.4	29.0	18.8%	
Dec-14	18	166	36.9	38.0	-2.9%	
Jan-15	16	170	37.8	38.0	-0.6%	
Feb-15	15	169	37.6	38.0	-1.2%	
Mar-15	15	173	38.4	38.0	1.2%	
Apr-15	14	116	39.1	38.0	2.9%	
May-15	10	126	39.3	38.0	3.5%	
Jun-15	28	154	33.0	38.0	-13.0%	
Jul-15	25	179	38.4	38.0	1.1%	
Aug-15	11	190	40.8	38.0	7.3%	
Sep-15	20	200	42.9	38.0	12.9%	
Oct-15	16	201	43.1	38.0	13.5%	
Nov-15	14	202	43.3	38.0	14.1%	
Dec-15	23	207	44.4	38.0	16.9%	
Jan-16	14	205	44.0	38.0	15.8%	
Feb-16	11	201	43.1	38.0	13.5%	
Mar-16	7	193	41.4	38.0	9.0%	
Apr-16	16	195	41.8	38.0	10.1%	
May-16	10	195	41.8	38.0	10.1%	
Jun-16	21	188	40.3	38.0	6.2%	
Jul-16	10	173	37.1	38.0	-2.3%	
Aug-16	14	176	37.8	38.0	-0.6%	

**CSC Commentary**

14 children ceased to be looked after this month and this maintains the downward trend of children exiting the care system. While this marks a decrease in the actual number of children leaving the care population, it continues to move us closer to our target rate of 38, which currently we exceed by a variance of -4.6%.

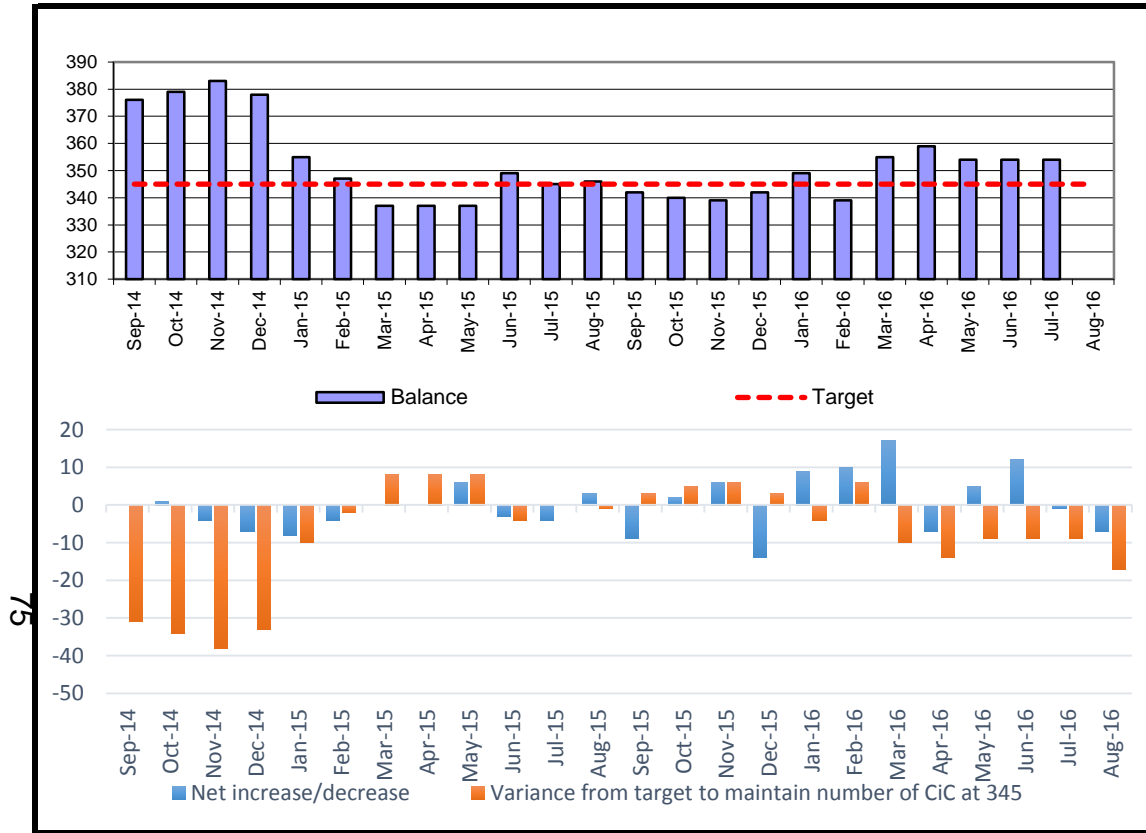
**Definition**

Number of children who ceased to be in care (rolling 12 months) divided by the population of 0-17 year olds in Peterborough multiplied by 10,000. If a child ceased to be in care on more than one occasion then each time is counted in this indicator.

Population for denominator: 46600



Year	PCC Result	SN Result	ENG Result
2012-13	30.7	28.7	25.0
2013-14	32.9	30.1	26.5
2014-15	35.4	32.3	26.8



Month	CiC Start	CiC End	Net i	Balance
Sep-14	10	10	0	#
Oct-14	16	15	1	#
Nov-14	9	13	-4	#
Dec-14	11	18	-7	#
Jan-15	8	16	-8	#
Feb-15	11	15	-4	#
Mar-15	15	15	0	#
Apr-15	14	14	0	#
May-15	16	10	6	#
Jun-15	25	28	-3	#
Jul-15	21	25	-4	#
Aug-15	14	11	3	#
Sep-15	11	20	-9	#
Oct-15	18	16	2	#
Nov-15	20	14	6	#
Dec-15	9	23	-14	#
Jan-16	23	14	9	#
Feb-16	21	11	10	#
Mar-16	24	7	17	#
Apr-16	9	16	-7	#
May-16	15	10	5	#
Jun-16	33	21	12	#
Jul-16	9	10	-1	354
Aug-16	7	14	-7	362

Month	Target	Variance	RAG
Sep-14	345.0	-31	G
Oct-14	345.0	-34	G
Nov-14	345.0	-38	R
Dec-14	345.0	-33	R
Jan-15	345.0	-10	R
Feb-15	345.0	-2	R
Mar-15	345.0	8	R
Apr-15	345.0	8	R
May-15	345.0	8	R
Jun-15	345.0	-4	R
Jul-15	345.0	0	A
Aug-15	345.0	-1	G
Sep-15	345.0	3	G
Oct-15	345.0	5	G
Nov-15	345.0	6	G
Dec-15	345.0	3	G
Jan-16	345.0	-4	G
Feb-16	345.0	6	G
Mar-16	345.0	-10	G
Apr-16	345.0	-14	G
May-16	345.0	-9	G
Jun-16	345.0	-9	G
Jul-16	345.0	-9	G
Aug-16	345.0	-17	G

**CSC Commentary**

The number of children who started to be looked after this month is 7 with 14 children ceasing to be in care. This marks a positive improvement in performance, indicating our early progress in reducing the number of children entering the care population.

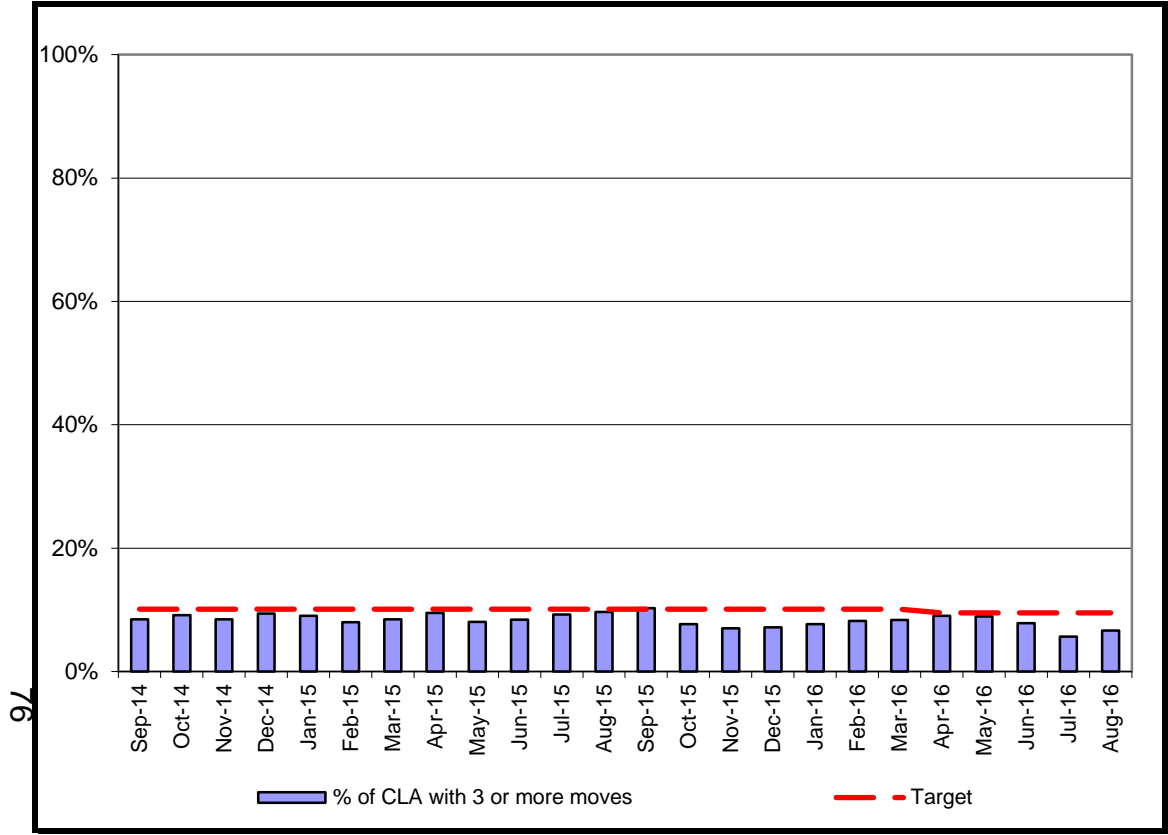
**Definition**

Net change in the number of children in care

Population for denominator: 46600

**G = 345**      **A = +/-20**      **R = +/-30**

Year	PCC Result	SN Result	ENG Result
2012-13	71.5	54.3	46.2
2013-14	55.7	64.7	52.1
2014-15			



Month	Num.	Denom.	% of CLA with	Target	Variance	RAG
Sep-14	32	379	8.4%	10.1%	-1.7	G
Oct-14	35	383	9.1%	10.1%	-1.0	G
Nov-14	32	378	8.5%	10.1%	-1.6	G
Dec-14	35	372	9.4%	10.1%	-0.7	G
Jan-15	32	354	9.0%	10.1%	-1.1	G
Feb-15	28	350	8.0%	10.1%	-2.1	G
Mar-15	30	354	8.5%	10.1%	-1.6	G
Apr-15	33	348	9.5%	10.1%	-0.6	G
May-15	28	349	8.0%	10.1%	-2.1	G
Jun-15	29	345	8.4%	10.1%	-1.7	G
Jul-15	32	346	9.2%	10.1%	-0.9	G
Aug-15	33	342	9.6%	10.1%	-0.5	A
Sep-15	35	340	10.3%	10.1%	0.2	A
Oct-15	26	339	7.7%	10.1%	-2.4	G
Nov-15	24	342	7.0%	10.1%	-3.1	G
Dec-15	25	349	7.2%	10.1%	-2.9	G
Jan-16	26	339	7.7%	10.1%	-2.4	G
Feb-16	29	355	8.2%	10.1%	-1.9	G
Mar-16	30	359	8.4%	10.1%	-1.7	G
Apr-16	32	354	9.0%	9.5%	-0.5	G
May-16	32	358	8.9%	9.5%	-0.6	G
Jun-16	29	371	7.8%	9.5%	-1.7	G
Jul-16	21	371	5.7%	9.5%	-3.8	G
Aug-16	24	362	6.6%	9.5%	-2.9	G

**CSC Commentary**

The downward trend in this indicator over the last few months has slipped slightly, however continues to demonstrate good performance. The percentage of children with 3 or more moves is now at 6.6%, which is a variance of 2.9 below our target and keeps this in the green RAG rating band.

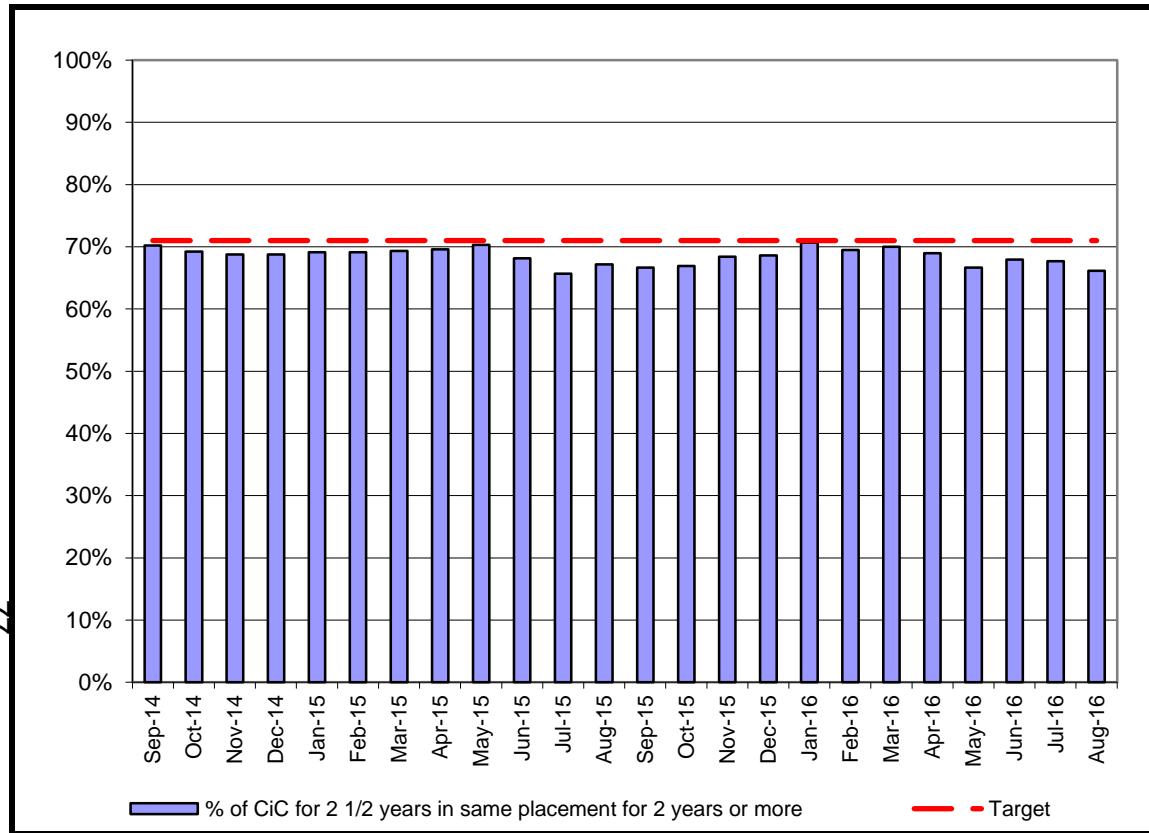
**Definition**

The percentage of children in care at any given time with three or more placements during the last 12 months.

Population for denominator: 46600

**G = 9.5%**      **A > 9.5-11.3%**      **R > 11.3**

Year	PCC Result	SN Result	ENG Result
2012-13	11.1%	10.3%	11.1%
2013-14	9.0%	11.3%	11.0%
2014-15	8.5%		



Month	Num.	Denom.	% of CiC	Target	Variance	RAG
Sep-14	92	131	70.2%	71.0%	-0.8	A
Oct-14	90	130	69.2%	71.0%	-1.8	A
Nov-14	88	128	68.8%	71.0%	-2.3	R
Dec-14	88	128	68.8%	71.0%	-2.3	R
Jan-15	85	123	69.1%	71.0%	-1.9	R
Feb-15	94	136	69.1%	71.0%	-1.9	R
Mar-15	95	137	69.3%	71.0%	-1.7	R
Apr-15	96	138	69.6%	71.0%	-1.4	R
May-15	97	138	70.3%	71.0%	-0.7	A
Jun-15	92	135	68.1%	71.0%	-2.9	R
Jul-15	88	134	65.7%	71.0%	-5.3	R
Aug-15	90	134	67.2%	71.0%	-3.8	R
Sep-15	90	135	66.7%	71.0%	-4.3	R
Oct-15	93	139	66.9%	71.0%	-4.1	R
Nov-15	93	136	68.4%	71.0%	-2.6	R
Dec-15	94	137	68.6%	71.0%	-2.4	R
Jan-16	94	133	70.7%	71.0%	-0.3	G
Feb-16	91	131	69.5%	71.0%	-1.5	G
Mar-16	91	130	70.0%	71.0%	-1.0	G
Apr-16	89	129	69.0%	71.0%	-2.0	G
May-16	86	129	66.7%	71.0%	-4.3	G
Jun-16	89	131	67.9%	71.0%	-3.1	G
Jul-16	88	130	67.7%	71.0%	-3.3	G
Aug-16	86	130	66.2%	71.0%	-4.8	G

**CSC Commentary**

This figure is still below our target and although performance has very slightly gone down, this is only by 0.2%. This is due mainly to a small number of long term placements having been disrupted recently. Many of these are due to some of the challenging behavioural issues, particularly amongst young people in their early teens. Workers have been reminded about the processes to implement for maintaining fragile placements and try to support these with additional visits and access to support services, such as therapeutic input, in order to sustain the placement. However, the demand for foster care placements is constantly increasing and carers can be reluctant to maintain difficult placements when they know that having another placement will not involve a protracted wait. Managers will ensure that this remains an area of focus in team meetings in order to continue to implement measures to drive up performance.

**Definition**

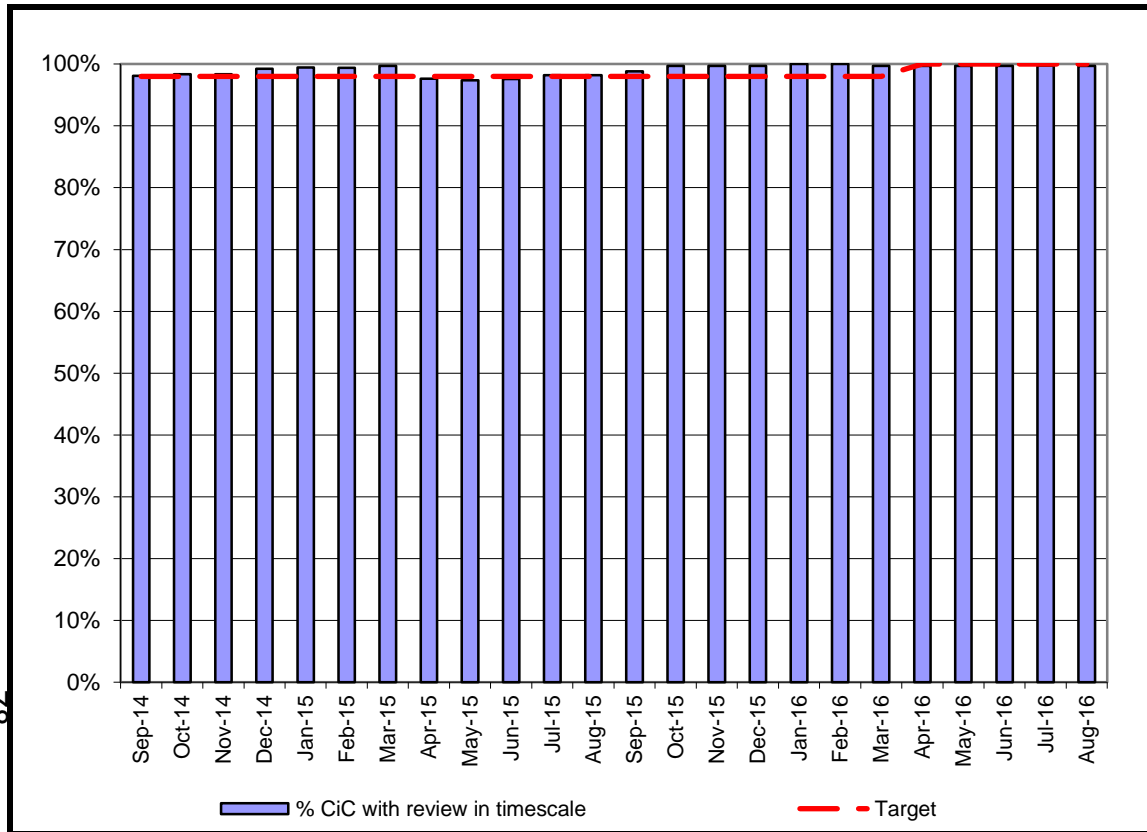
The percentage of children in care aged under 16 who had been in care continuously for at least 2.5 years who were living in the same placement for at least 2 years, or are placed for adoption and their adoptive placement together with their previous placement together last for at least 2 years.

Population for denominator: 46600



Year	PCC Result	SN Result	ENG Result
2012-13	66.7%	69.4%	67.3%
2013-14	73.0%	69.1%	67.0%
2014-15			

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Month	Num.	Denom.	% CiC
Sep-14	364	371	98.1%
Oct-14	360	366	98.4%
Nov-14	363	369	98.4%
Dec-14	386	389	99.2%
Jan-15	345	347	99.4%
Feb-15	337	339	99.4%
Mar-15	342	343	99.7%
Apr-15	330	338	97.6%
May-15	330	339	97.3%
Jun-15	322	330	97.6%
Jul-15	326	332	98.2%
Aug-15	331	337	98.2%
Sep-15	330	334	98.8%
Oct-15	326	327	99.7%
Nov-15	335	336	99.7%
Dec-15	344	345	99.7%
Jan-16	329	329	100.0%
Feb-16	333	333	100.0%
Mar-16	344	345	99.7%
Apr-16	347	348	99.7%
May-16	350	351	99.7%
Jun-16	347	348	99.7%
Jul-16	365	366	99.7%
Aug-16	355	356	99.7%

Target	Variance	RAG
98.0%	0.1	A
98.0%	0.4	A
98.0%	0.4	A
98.0%	1.2	A
98.0%	1.4	A
98.0%	1.4	A
98.0%	1.7	A
98.0%	-0.4	R
98.0%	-0.7	R
98.0%	-0.4	R
98.0%	0.2	A
98.0%	0.2	A
98.0%	0.8	A
98.0%	1.7	A
98.0%	1.7	A
98.0%	1.7	A
98.0%	2.0	G
98.0%	2.0	G
98.0%	1.7	A
100.0%	-0.3	A
100.0%	-0.3	A
100.0%	-0.3	A
100.0%	-0.3	A
100.0%	-0.3	A

**CSC Commentary**

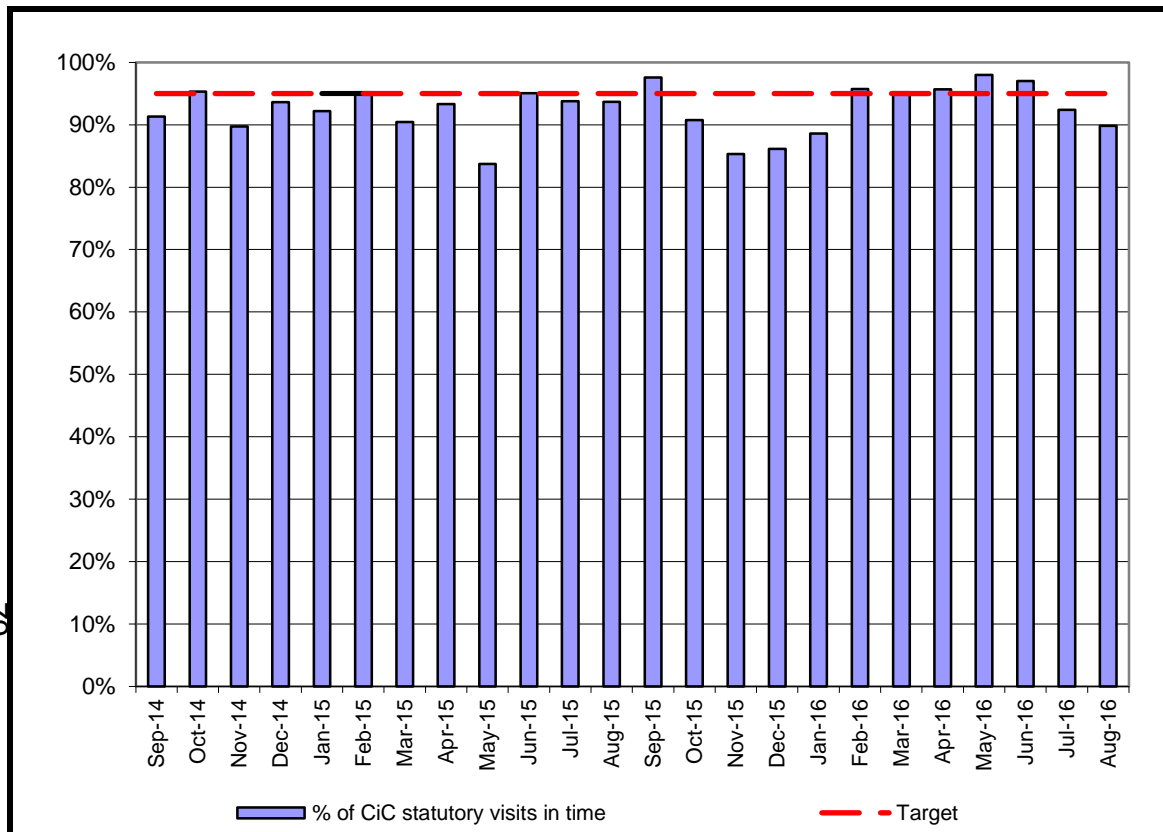
This indicator is measured on a rolling 12 month basis and following a small dip in performance in March, this will continue to be 0.3% below the 100% target for this current counting period. However, performance has remained steady, evidencing that statutory reviews remain an area of priority and that there have been no further reviews missed, despite an increase in the number of children requiring reviews.

**Definition**

The percentage of Looked after children for at least one month, whose case was reviewed within the required timescales.  
The denominator is children who are LAC for at least one month at the end of the reporting month. The numerator is the number of children who have not had a review in the last 12 months recorded as outside of timescale.

**G = 100%**      **A > 98%**      **R < 98%**

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Month	Num.	Denom.	% of
Sep-14	325	356	91.3%
Oct-14	346	363	95.3%
Nov-14	323	360	89.7%
Dec-14	337	360	93.6%
Jan-15	319	346	92.2%
Feb-15	317	333	95.2%
Mar-15	302	334	90.4%
Apr-15	307	329	93.3%
May-15	278	332	83.7%
Jun-15	308	324	95.1%
Jul-15	300	320	93.8%
Aug-15	311	332	93.7%
Sep-15	320	328	97.6%
Oct-15	295	325	90.8%
Nov-15	285	334	85.3%
Dec-15	286	332	86.1%
Jan-16	287	324	88.6%
Feb-16	313	327	95.7%
Mar-16	318	334	95.2%
Apr-16	333	348	95.7%
May-16	339	346	98.0%
Jun-16	327	337	97.0%
Jul-16	327	354	92.4%
Aug-16	317	353	89.8%

Target	Variance	RAG
95.0%	-3.7	A
95.0%	0.3	G
95.0%	-5.3	R
95.0%	-1.4	A
95.0%	-2.8	A
95.0%	0.2	G
95.0%	-4.6	G
95.0%	-1.7	A
95.0%	-11.3	R
95.0%	0.1	G
95.0%	-1.3	A
95.0%	-1.3	A
95.0%	2.6	G
95.0%	-4.2	A
95.0%	-9.7	R
95.0%	-8.9	R
95.0%	-6.4	R
95.0%	0.7	G
95.0%	0.2	G
95.0%	0.7	G
95.0%	3.0	G
95.0%	2.0	G
95.0%	-2.6	A
95.0%	-5.2	R

**CSC Commentary**

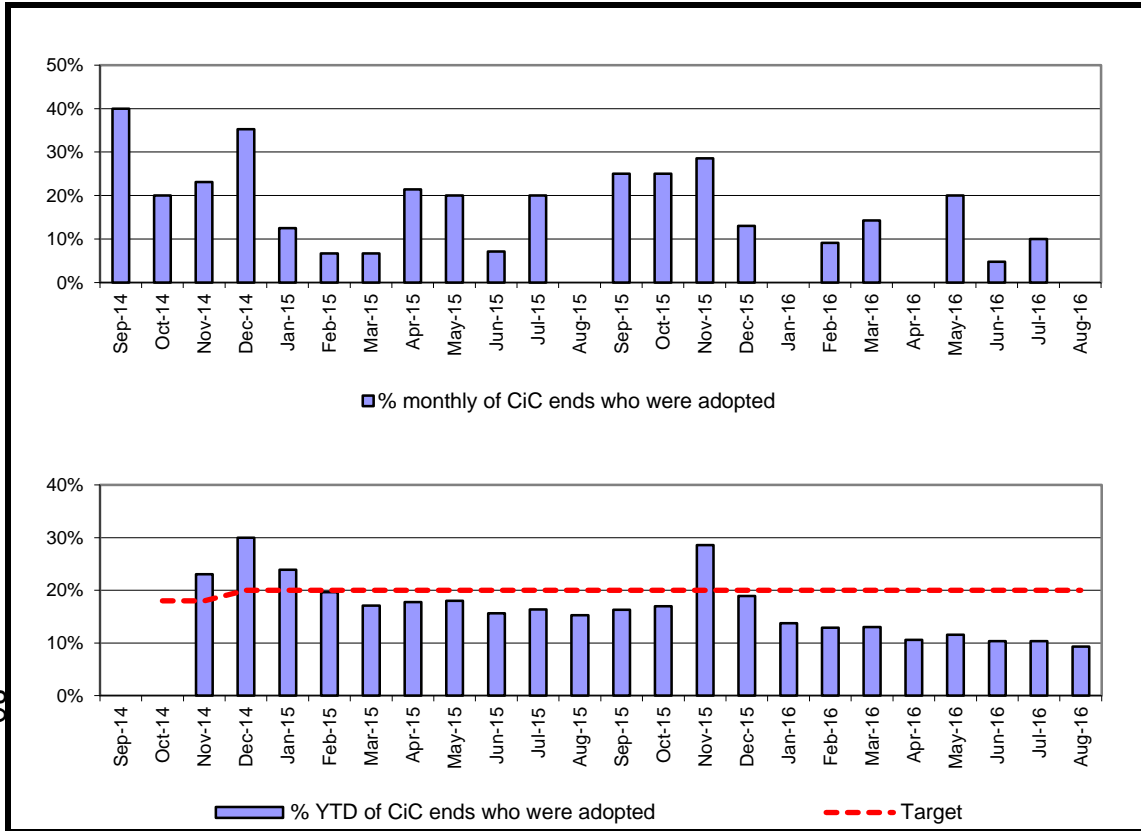
Statutory visits within timescale have had a decrease in performance this month, which has been impacted by worker absence due to both illness and staff vacancies. Another factor is the beginning of the school holiday period, with some foster carers going away on vacation, complicating the statutory visits schedule. In addition, some older teenagers continue to not co-operating with visiting requirements, absenting themselves from placement when visits are planned in advance. However, managers continue to remind workers of the expectations in ensuring full compliance with visits and that they are planned ahead of the actual date to allow for rearrangments to be made within the minimum time period allowed.

**Definition**

Of all Children in Care that have been looked after for more than 6 weeks, the number and percentage of visits that were completed within the 6 week deadline (or within three months for those Children in Care that have been looked after for more than 12 months and whose placement is deemed to be permanent). This is snapshot data taken at the month end.

**G = 95%**      **A > 90%**      **R < 90%**

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Month	Adop.	CiC Ends	% monthly	% YTD
Sep-14	4	10	40.0%	0.0%
Oct-14	3	15	20.0%	0.0%
Nov-14	3	13	23.1%	23.1%
Dec-14	6	17	35.3%	30.0%
Jan-15	2	16	12.5%	23.9%
Feb-15	1	15	6.7%	19.7%
Mar-15	1	15	6.7%	17.1%
Apr-15	3	14	21.4%	17.8%
May-15	2	10	20.0%	18.0%
Jun-15	2	28	7.1%	15.6%
Jul-15	5	25	20.0%	16.3%
Aug-15	0	11	0.0%	15.2%
Sep-15	5	20	25.0%	16.3%
Oct-15	4	16	25.0%	17.0%
Nov-15	4	14	28.6%	28.6%
Dec-15	3	23	13.0%	18.9%
Jan-16	0	14	0.0%	13.7%
Feb-16	1	11	9.1%	12.9%
Mar-16	1	7	14.3%	13.0%
Apr-16	0	16	0.0%	10.6%
May-16	2	10	20.0%	11.6%
Jun-16	1	21	4.8%	10.3%
Jul-16	1	10	10.0%	10.3%
Aug-16	0	14	0.0%	9.3%

Target	Var	RAG
18.0%	-18.0	A
18.0%	-18.0	G
18.0%	5.1	A
20.0%	10.0	A
20.0%	3.9	R
20.0%	-0.3	R
20.0%	-2.9	R
20.0%	-2.2	A
20.0%	-2.0	G
20.0%	-4.4	R
20.0%	-3.7	G
20.0%	-4.8	R
20.0%	-3.7	A
20.0%	-3.0	A
20.0%	8.6	A
20.0%	-1.1	R
20.0%	-6.3	R
20.0%	-7.1	R
20.0%	-7.0	R
20.0%	-9.4	R
20.0%	-8.4	G
20.0%	-9.7	R
20.0%	-9.7	R
20.0%	-10.7	R

YTD:	22	176	--	12.5%
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20.0%	-7.5	A
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**CSC Commentary**

The percentage of children who ceased to be in care as a result of an adoption order is within 1% of the performance last year. This demonstrates good performance in the context of a decreasing trend of adoption orders nationally. Given the national context of a growth in SGOs and a decline in adoption orders the RAG rating will need adjusting for this indicator.

**Definition**

The number of children adopted as a percentage of the number of children who ceased to be in care

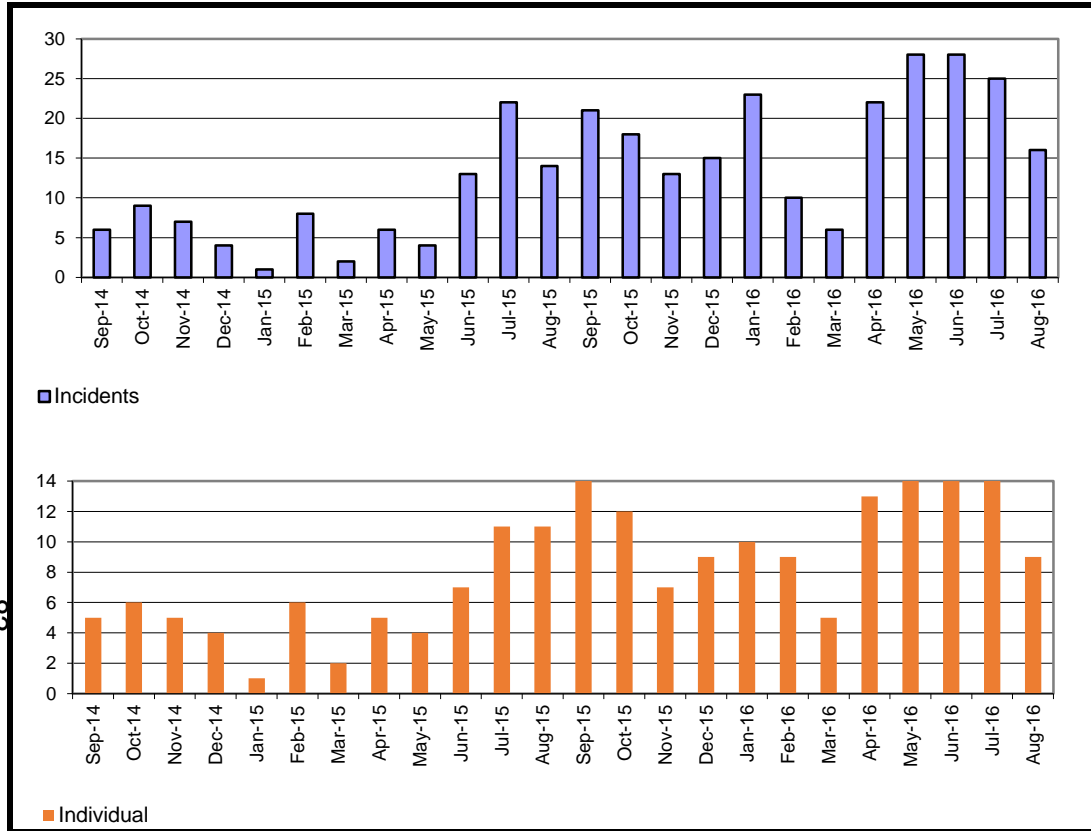
G =20%	A >15%	R < 15%
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Year	PCC Result	SN Result	ENG Result
2012-13	13.0%	19.0%	14.0%
2013-14	18.0%	22.4%	17.0%
2014-15	19.0%	24.0%	17.0%









Month	Incidents	Individual
Sep-14	6	5
Oct-14	9	6
Nov-14	7	5
Dec-14	4	4
Jan-15	1	1
Feb-15	8	6
Mar-15	2	2
Apr-15	6	5
May-15	4	4
Jun-15	13	7
Jul-15	22	11
Aug-15	14	11
Sep-15	21	16
Oct-15	18	12
Nov-15	13	7
Dec-15	15	9
Jan-16	23	10
Feb-16	10	9
Mar-16	6	5
Apr-16	22	13
May-16	28	16
Jun-16	28	14
Jul-16	25	16
Aug-16	16	9

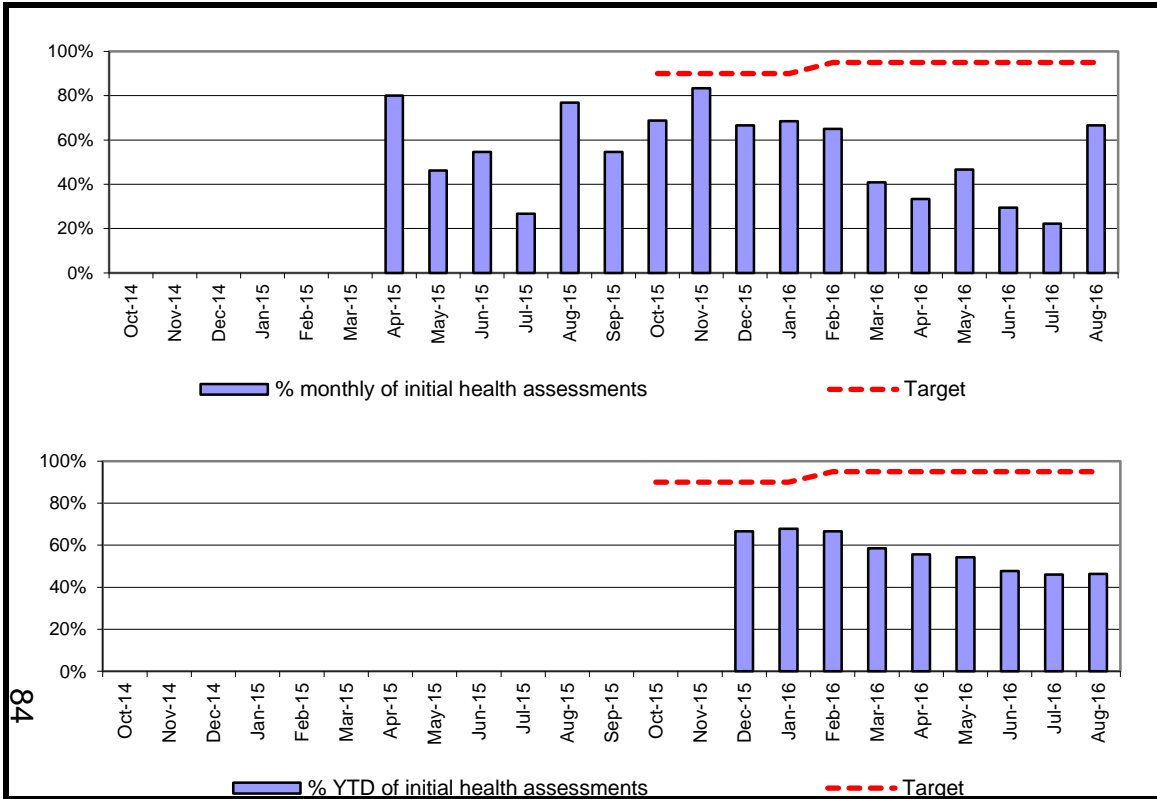
**CSC Commentary**

This indicator has decreased slightly, which shows an improving picture, especially given that preventing young people from going missing over the summer months is a greater challenge than usual. The number of young people going missing has increased very slightly but workers are aware of the recently revised missing procedure and are good at following this up, which ensures that appropriate action is taken in response to individual incidents.

**Definition**

All missing incidents (including incidents occurring to CiC placed outside of Peterborough) for Children in Care recorded in the month; individuals is the number of children this involves (as some children may go missing more than once).





Month	Init.HA	CiC St	%	% YTD	Target	Var	RAG
Oct-14							
Nov-14							
Dec-14							
Jan-15							
Feb-15							
Mar-15							
Apr-15	8	10	80.0%	0.0%			
May-15	6	13	46.2%	0.0%			
Jun-15	12	22	54.5%	0.0%			
Jul-15	4	15	26.7%	0.0%			
Aug-15	10	13	76.9%	0.0%			
Sep-15	6	11	54.5%	0.0%			
Oct-15	11	16	68.8%	0.0%	90.0%	-90.0	R
Nov-15	10	12	83.3%	0.0%	90.0%	-90.0	R
Dec-15	6	9	66.7%	66.7%	90.0%	-23.3	R
Jan-16	13	19	68.4%	67.9%	90.0%	-22.1	R
Feb-16	13	20	65.0%	66.7%	95.0%	-28.3	R
Mar-16	9	22	40.9%	58.6%	95.0%	-36.4	R
Apr-16	3	9	33.3%	55.7%	95.0%	-39.3	R
May-16	7	15	46.7%	54.3%	95.0%	-40.7	R
Jun-16	10	34	29.4%	47.7%	95.0%	-47.3	R
Jul-16	2	9	22.2%	46.0%	95.0%	-49.0	R
Aug-16	2	3	66.7%	46.4%	95.0%	-48.6	R

<b>YTD:</b>	<b>92</b>	<b>179</b>	<b>--</b>	<b>51.4%</b>	<b>95.0%</b>	<b>-43.6</b>	<b>R</b>
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**CSC Commentary**

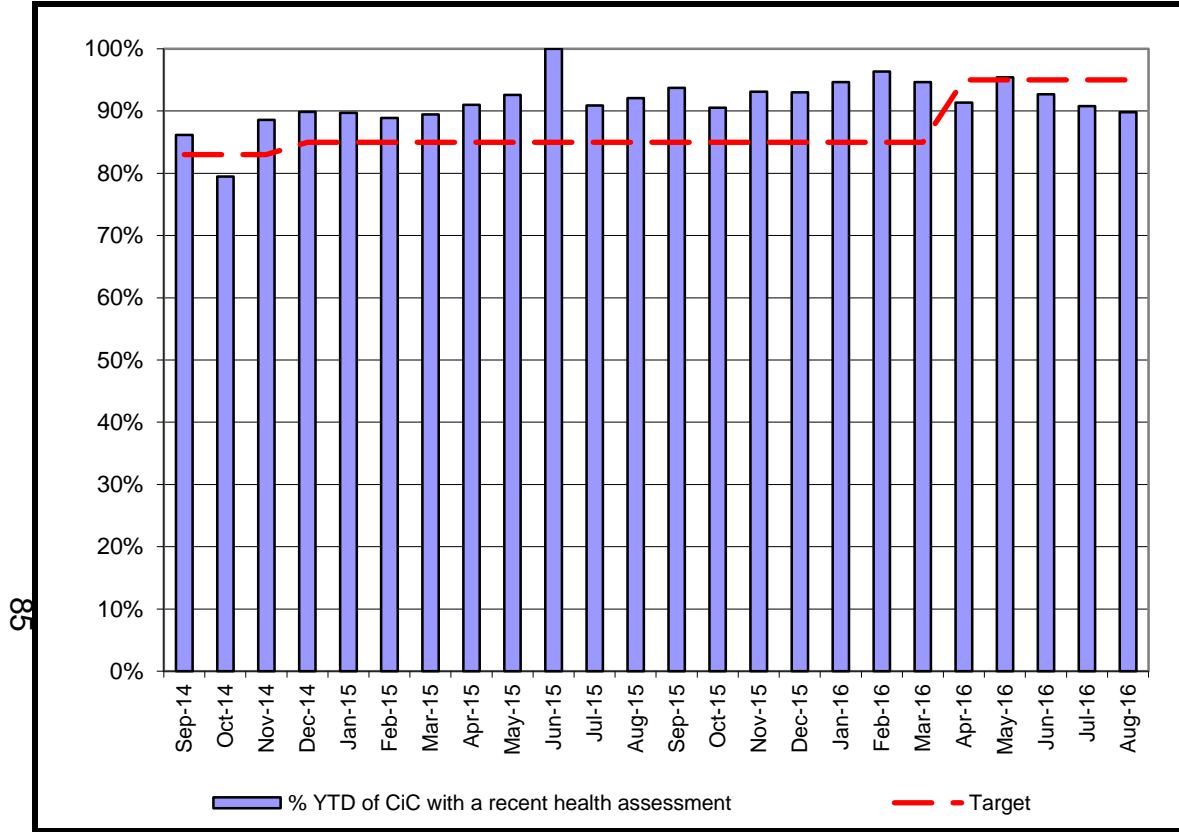
In August there were 11 IHAs scheduled, from these 4 were completed within timescales which is 37%. 6 were completed outside of timescale and 1 assessment is still required. Of the 7 there was a family of 4 children, a mother and baby placement who both required assessment and 1 young person placed out of area.

Therefore whilst accepting that 37% of assessments completed in timescale is not strong performance this indicator is effected by only 3 referrals sent to health late.

**Definition**

The number of children becoming looked after that have an initial health assessment recorded within 20 working days of the child entering care. The number of children is measured one month in arrears to enable time for the 20 day period to elapse and excludes cases where the episode of care was closed within 20 days and also children entering care because they have been placed on remand (because the remand institution is responsible for completing the initial health assessment).

<b>G &gt;= 95%</b>	<b>A &gt; 85 -95%</b>	<b>R &lt; 85%</b>
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Month	Num.	Denom.	% YTD	Target	Variance	RAG
Sep-14	230	267	86.1%	83.0%	3.1	A
Oct-14	205	258	79.5%	83.0%	-3.5	R
Nov-14	232	262	88.5%	83.0%	5.5	A
Dec-14	239	266	89.8%	85.0%	4.8	A
Jan-15	227	253	89.7%	85.0%	4.7	A
Feb-15	224	252	88.9%	85.0%	3.9	A
Mar-15	229	256	89.5%	85.0%	4.5	A
Apr-15	232	255	91.0%	85.0%	6.0	A
May-15	237	256	92.6%	85.0%	7.6	A
Jun-15	253	253	100.0%	85.0%	15.0	G
Jul-15	219	241	90.9%	85.0%	5.9	A
Aug-15	221	240	92.1%	85.0%	7.1	A
Sep-15	224	239	93.7%	85.0%	8.7	A
Oct-15	210	232	90.5%	85.0%	5.5	A
Nov-15	216	232	93.1%	85.0%	8.1	A
Dec-15	212	228	93.0%	85.0%	8.0	A
Jan-16	211	223	94.6%	85.0%	9.6	A
Feb-16	210	218	96.3%	85.0%	11.3	G
Mar-16	212	224	94.6%	85.0%	9.6	A
Apr-16	211	231	91.3%	95.0%	-3.7	A
May-16	230	241	95.4%	95.0%	0.4	G
Jun-16	215	232	92.7%	95.0%	-2.3	A
Jul-16	207	228	90.8%	95.0%	-4.2	A
Aug-16	211	235	89.8%	95.0%	-5.2	A

**CSC Commentary**

Performance has slipped again this month that has consistent factors that effect this indicator: The first is a significant number of older teenagers who continue to refuse assessments despite repeated efforts by staff to get them to engage with this process and the other is the lengthy delay in the completed health assessments being processed by Health, sent over to CSCc and then loaded onto our LL system for them to count in our performance figures. Social workers will continue to attempt to get young people to attend for their health assessment and the HoS's with Team Managers will look into the factors causing delay in recoding with a view to reducing these.

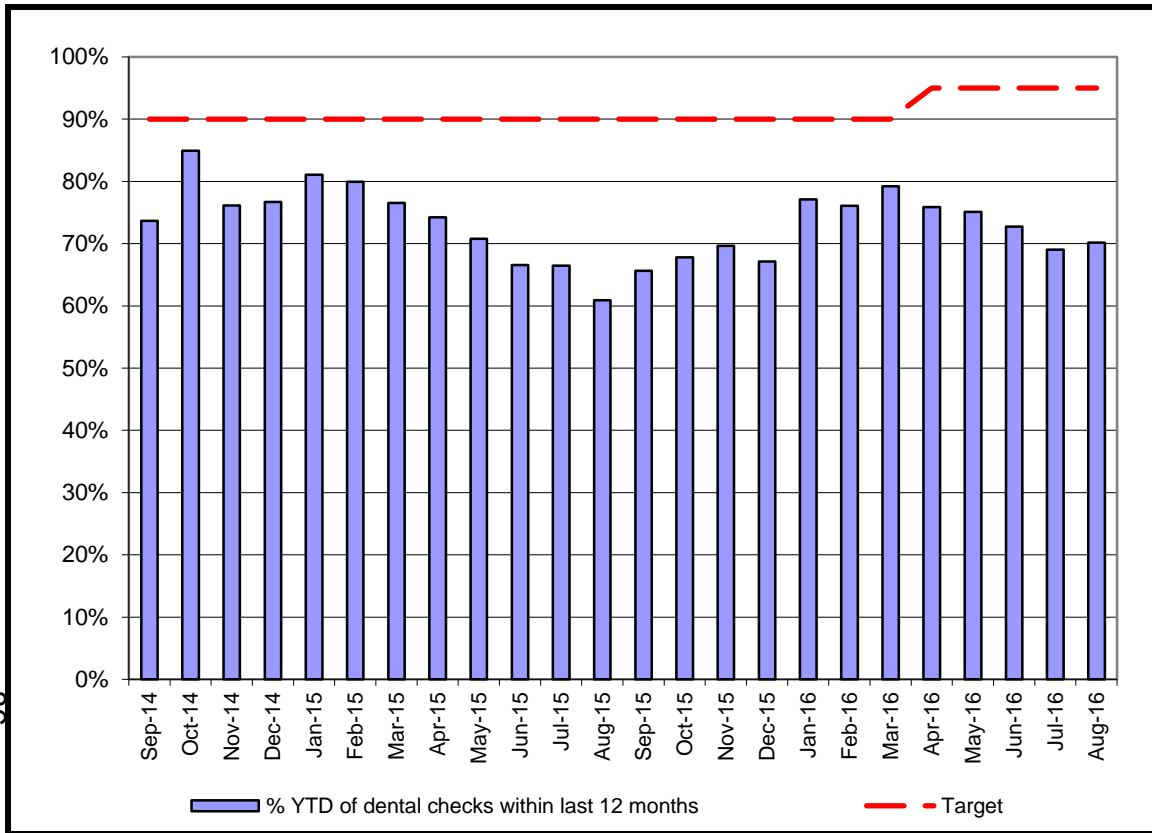
**Definition**

Of the children who had been in care for at least 12 months the proportion who had an annual health assessment during the previous 12 months.

G >= 95%	A > 85%	R < 85%
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Year	PCC Result	SN Result	ENG Result
2012-13	85.4%	85.0%	87.3%
2013-14	93.9%	89.1%	88.4%
2014 -15			

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Month	Num.	Denom.	% YTD	Target	Variance	RAG
Sep-14	232	315	73.7%	90.0%	-16.3	R
Oct-14	265	312	84.9%	90.0%	-5.1	R
Nov-14	236	310	76.1%	90.0%	-13.9	R
Dec-14	237	309	76.7%	90.0%	-13.3	R
Jan-15	240	296	81.1%	90.0%	-8.9	R
Feb-15	231	289	79.9%	90.0%	-10.1	R
Mar-15	225	294	76.5%	90.0%	-13.5	R
Apr-15	213	287	74.2%	90.0%	-15.8	R
May-15	206	291	70.8%	90.0%	-19.2	R
Jun-15	195	293	66.6%	90.0%	-23.4	R
Jul-15	194	292	66.4%	90.0%	-23.6	R
Aug-15	176	289	60.9%	90.0%	-29.1	R
Sep-15	191	291	65.6%	90.0%	-24.4	R
Oct-15	196	289	67.8%	90.0%	-22.2	R
Nov-15	204	293	69.6%	90.0%	-20.4	R
Dec-15	198	295	67.1%	90.0%	-22.9	R
Jan-16	222	288	77.1%	90.0%	-12.9	R
Feb-16	229	301	76.1%	90.0%	-13.9	R
Mar-16	244	308	79.2%	90.0%	-10.8	R
Apr-16	239	315	75.9%	95.0%	-19.1	R
May-16	235	313	75.1%	95.0%	-19.9	R
Jun-16	235	323	72.8%	95.0%	-22.2	R
Jul-16	223	323	69.0%	95.0%	-26.0	R
Aug-16	221	315	70.2%	95.0%	-24.8	R

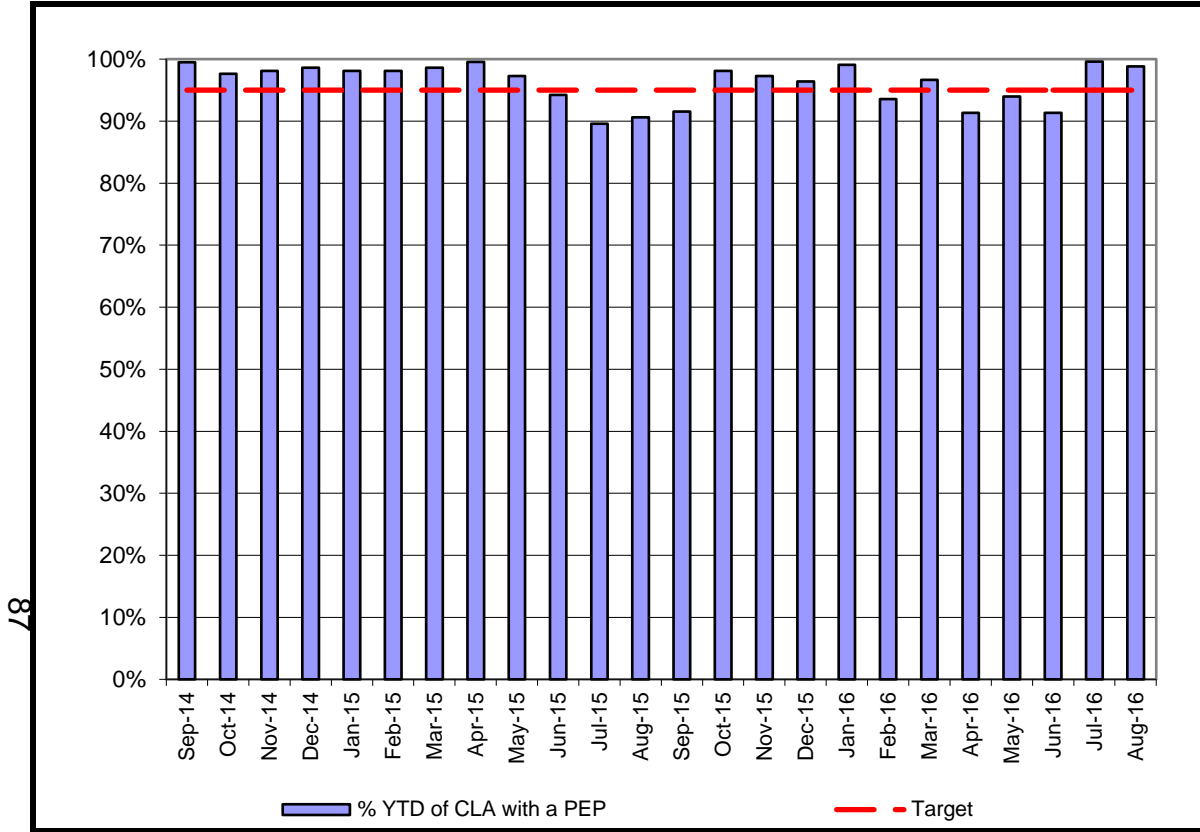
**CSC Commentary**

This continues the downward trend since March 2016, however a small improvement this month. This performance is due to a number of teenage children who consistently refuse dental check and a number of unaccompanied minors who have been registered with dentists but who have significant waiting time delays before they can be seen for check-ups. The HoS will look into the reasons for the current co-hort of children in care who have not had their routine dental checks and report back on this to the CIC Board. However, teams will continue to focus on those young people who's dental checks are at 11 months to try and avoid the figure slipping further downward.

**Definition**

The percentage of children looked after who have had a dental check within the previous 12 months. Children looked after aged between 3 and 17 years old that have a dental check recorded on Liquidlogic that was completed within the previous 12 months. The denominator is the number of children looked after (3 - 17) at the month end.

G >= 95%	A > 90%	R < 90%
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Month	Num.	Denom.	% YTD	Target	Variance	RAG
Sep-14	203	204	99.5%	95.0%	4.5	G
Oct-14	207	212	97.6%	95.0%	2.6	G
Nov-14	209	213	98.1%	95.0%	3.1	G
Dec-14	211	214	98.6%	95.0%	3.6	G
Jan-15	209	213	98.1%	95.0%	3.1	G
Feb-15	209	213	98.1%	95.0%	3.1	G
Mar-15	213	216	98.6%	95.0%	3.6	G
Apr-15	213	214	99.5%	95.0%	4.5	G
May-15	214	220	97.3%	95.0%	2.3	G
Jun-15	212	225	94.2%	95.0%	-0.8	A
Jul-15	206	230	89.6%	95.0%	-5.4	R
Aug-15	193	213	90.6%	95.0%	-4.4	R
Sep-15	195	213	91.5%	95.0%	-3.5	A
Oct-15	206	210	98.1%	95.0%	3.1	G
Nov-15	215	221	97.3%	95.0%	2.3	G
Dec-15	214	222	96.4%	95.0%	1.4	G
Jan-16	216	218	99.1%	95.0%	4.1	G
Feb-16	217	232	93.5%	95.0%	-1.5	A
Mar-16	232	240	96.7%	95.0%	1.7	G
Apr-16	222	243	91.4%	95.0%	-3.6	A
May-16	233	248	94.0%	95.0%	-1.0	A
Jun-16	232	254	91.3%	95.0%	-3.7	A
Jul-16	253	254	99.6%	95.0%	4.6	G
Aug-16	250	253	98.8%	95.0%	3.8	G

**CSC Commentary**

Three children are recorded as not having PEPs in August . These came into care on 8th,22nd,and 30th August . A PEP meeting was held on 6th September for the YP who came into care on 8th August - the first opportunity available when the school reopened . The other two are still within timescale for completion and will shortly be arranged .

**Definition**

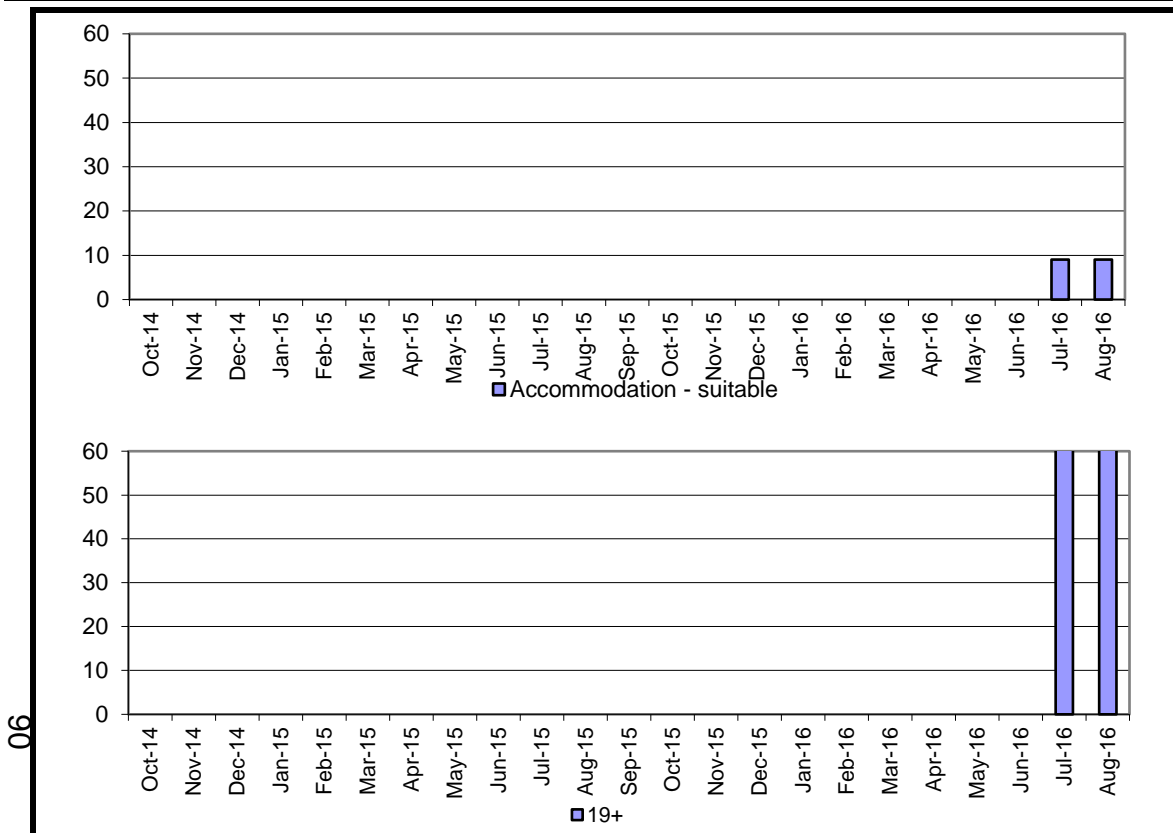
The denominator is the number of children in care who are of school age. The numerator is of those children, the number that have a PEP added to the system.

**G = >95%**      **A=95%-90%**      **R < 90%**









Month	Accomm	19+	%	Target	Variance	RAG
Sep-14						
Oct-14						
Nov-14						
Dec-14						
Jan-15						
Feb-15						
Mar-15						
Apr-15						
May-15						
Jun-15						
Jul-15						
Aug-15						
Sep-15						
Oct-15						
Nov-15						
Dec-15						
Jan-16						
Feb-16						
Mar-16						
Apr-16						
May-16						
Jun-16						
Jul-16	9	89	10.1%			
Aug-16	9	89	10.1%			

<b>YTD</b>	<b>18</b>	<b>178</b>	<b>10.1%</b>			
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**CSC Commentary**

This cohort includes those in custody and those who are of no fixed abode. Issues have been identified for those who have refused the option of supported accommodation and those who have had and been evicted from previous accommodation. Work is being undertaken to develop closer joint planning with our housing department to ensure all options have been considered.

**Definition**  
Former relevant care leavers open to the service aged 19, 20 or 21 and the proportion of those who declared themselves to be Not in Suitable Accommodation

**G =TBC**      **A =TBC**      **R=TBC**

Year	ER Result	SN Res	ENG Result
2012-13		-	-
2013-14		-	-
2014-15		-	-

<b>CORPORATE PARENTING COMMITTEE</b>	<b>AGENDA ITEM NO. 11</b>
<b>9 NOVEMBER 2016</b>	<b>PUBLIC REPORT</b>

## Report of the Corporate Director People and Communities

Contact Officer(s) – Sam Martin, Designated Nurse Looked After Children  
Contact Details – 07814 770140

### LOOKED AFTER CHILDREN HEALTH REPORT

#### 1. PURPOSE

- 1.1 The report provides an overview of the CCGs activities to ensure robust monitoring and quality assurance systems are in place to meet the health needs of the LAC population in Peterborough.
- 1.2 This report is presented under the Corporate Parenting Committee's Terms of Reference, 2.4.3.6 (c) Promote the development of participation and ensure that the view of children and young people are regularly heard through the Corporate Parenting Committee to improve educational, health and social outcomes to raise aspiration and attainments.

#### 2. RECOMMENDATIONS

- 2.1 For information.

#### 3. LINK TO THE CHILDREN IN CARE PLEDGE

- 3.1 This falls under Priority 4. Health issues of children and young people in care.

#### 4. BACKGROUND

- 4.1 Corporate Parenting Committee to receive a regular update on the progress of Health Assessments in regards to quality, timeliness and breach of timescales.

#### 5. KEY ISSUES

- 5.1 The Peterborough Children in Care (CIC) Health Team continue to strive to meet the 20 day timescale for Initial Health Assessments. A recent challenge impacting on the CIC Health Team in meeting this timescale has been the late notification to the Health Provider from Social Care that a Child / Young Person had entered the care system. The Provider has met with the Access to Resources Team (ART) within Social Care and the Head of Fostering and Adoption to look at ways to address this issue. The ART have recently undergone changes within the team around systems and processes regarding notifications of new in care and consent. An escalation process has been established between the Provider and Social Care to address any late notifications or consent paperwork.
- 5.2 Initial Health Assessments (IHA):

**Table 1:**

<b>CPFT</b>	<b>Q2</b>	<b>%</b>
<b>Number of IHAs completed within 20 working days</b>	12	40
<b>Number of IHAs completed after 20 working days</b>	18	60
<b>Number of children new in care requiring an IHA</b>	30	-

### 5.3

Exception reporting for Q2 identifies the following reasons for IHA's completed after 20 days:

- Health Assessment Appointments booked within 20 working day timeframe but appointment falls into the next reporting month.
- Out of Area (OOA) assessment required, still waiting for appointment
- Merton assessed, IHA no longer required
- Young person no longer LAC
- Delay in notification paperwork from ART to CIC health Team
- Late due to waiting for consent paperwork from Social Care to health.
- Appointment offered in time, young person did not attend appointment.

**(Please note that Social Care data for IHA completion within 20 working days is captured differently to health therefore figures may differ)**

### 5.4

Review Health Assessments RHA):

RHA for children in County remains consistently high in meeting the 5 week timescale at 91-100% Exception reporting highlights reasons for not meeting time fame due to:

- Young Person did not attend appointment offered
- Late due to non attendance at previous appointments offered

Challenges remain regarding those children who require a health assessment and are placed out of county, the timeliness and quality of the Health Assessment they receive. This is being addressed currently by the Designated Professionals, with the introduction of the Quality Checklist Tool in October 2016. The Designated Professionals plan to randomly dip sample OOA Health Assessments undertaken in Q1 against the CCG Quality Checklist Tool to establish current quality and robustness of assessments. Going forward, all health assessments that do not meet the quality standard required, will be returned to the professional who undertook the assessment for further information and could lead to a delay in payment until a good quality assessment is obtained.

### 5.5

Quality Checklist Audit: The Designated Professionals recently undertook a quality checklist audit. The audit covered the first quarter of 2016 (April – June) data was retrieved from 8 Initial Health Assessments undertaken by doctors and 8 Review Health Assessments completed by Nurses. All children were placed within county. The sample was selected randomly and all age ranges were represented with equal gender mix. All staff members of the LAC Health Team who undertook assessments were equally represented. Initial Health Assessments were all undertaken by Doctors and Review Health Assessments by Nurses. The findings from the audit suggest that the CIC Health Team currently provide good quality Health Assessments incorporating the voice of the child. The Designated Professionals feel that the current questionnaire format for Health Assessments could be strengthened to ensure robust documentation and ensure the Health Action Plan is SMART clearly identifying health actions with clear timeframes. The Designated Professional will be providing a feedback session to the CIC health team in November and will support the team to implement the recommendations suggested.

### 5.6

Strength & Difficulties Questionnaire (SDQ): All Children / Young Persons new in care and those requiring a Review Health Assessment by the CIC Health Team are offered a discussion regarding their emotional health and wellbeing at their Health Assessment. Carers and occasionally Teachers are sent the SDQ prior to the child's health assessment via post or occasionally email (for IHA due to short timeframe) to ensure this is available to the practitioner at the time of assessment. There is a specific pathway for SDQs which has been set by the Designated Professionals. The monitoring of SDQs and outcome will be monitored via the LAC Health Dashboard in Quarter 3 of this financial year. The Joint Commissioning Unit have offered help in collating this data to aid risk assessment.

### 5.7

Personal Health Summary: The Personal Health Summary for Care Leavers is now embedded in practice and Carer Leavers are being offered a copy of their health history at their last Review Health Assessment. The CIC Nurse talks through the Personal Health Summary with the young person and is able to discuss any questions that may arise from this including sensitive information regarding their health history. A copy of the Personal Health Summary and health

history is held with the young person's GP in their medical records and also Social Care should the young person decide they would prefer this information at a later date. The CIC team will undertake an audit in Quarter 4 with Carer Leavers who have previously received the booklet to evaluate its impact, effectiveness and review Carer Leavers views regarding changes / recommendations suggested. The Personal Health Summary booklet will be updated annually by the CCG Designated Nurse Looked After Children to ensure information is current and correct.

5.8

Unaccompanied Asylum Seeking Children (UASC): Peterborough Local Authority are accommodating a number of UASC on a weekly basis. Nationally there is a concern that Health is seeing increasing numbers of UASC that are found to be Hepatitis B and C positive. Currently GPs will offer TB screening and HIV screening to those young people from Countries that have been identified as high risk. Designated Professionals have raised this with Public Health, NHS England and Joint Commissioners and established a Screening Pathway for UASC. This pathway will be available to GP Practices across both Peterborough and Cambridgeshire. The next step is for the Joint Commissioning Unit to establish commissioning of this pathway before it can be implemented in practice.

## **6. IMPLICATIONS**

6.1 No implications at the present time.

## **7. CONSULTATION**

7.1 Not applicable.

## **8. NEXT STEPS**

8.1 This report is for information only.

## **9. BACKGROUND DOCUMENTS**

9.1 No background documents used.

## **10. APPENDICES**

10.1 No appendices attached.

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